



**Information Systems Services (ISS)  
Business Analyst (Data)  
(Up to 12 Month Contract)**

**Background:**

Dublin City University ([www.dcu.ie](http://www.dcu.ie)) is a research-intensive, globally-engaged, dynamic institution that is distinguished by both the quality and impact of its graduates, and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life, and in the workplace, by providing a high-quality, rounded education appropriate to the challenges and opportunities of the 21st century.

Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. As Ireland's University of Enterprise, it is characterized by a focus on innovation and entrepreneurship and a track-record of effective engagement with the enterprise sector. Excellence in its education and research activities has led to its consistent ranking in the top 50 of the world's young universities (QS Top 50 under 50). DCU is now seeking to recruit a dynamic, innovative and experienced Business Systems Analyst to work as part of the Information Systems and Services Team providing ICT services to the University community.

**Post Summary:**

The successful candidate will be part of the Business Systems team within the Information Systems Services Department. S/he will play a key role in the development and provision of support in respect of the university's business systems, services and supporting processes with a particular focus and university data. S/he will play a lead technical role within ISS engaging with key stakeholders across the university to access, interrogate, interpret and report data and to provide insight supporting the operational and strategic requirements of DCU.

S/he will have demonstrable experience of data analytics and an ability to work under pressure and be ready to learn the systems and software used to analyse and interpret university data establishing an ethic of continuous improvement.

**Key Responsibilities**

- Provide guidance for stakeholders across the University regarding the analysis of data, the quality assurance of data and the prioritisation of business and information needs providing the University with new insights.
- Maintain the documented structure of University data which serves as a guide in the execution of tasks, and identify opportunities of using unstructured data across the University in new ways.

- Support key stakeholders in the coordination of the thematic analysis of data to report and disseminate the outcomes of review activities, and identify opportunities for process changes suggested by the data.
- Lead and manage programs of work or projects in relation to the analysis of quantitative and qualitative data, and the technologies being used to support these activities, identifying potential obstacles and proposing solutions.
- Establish, develop and maintain productive working relationships with colleagues internal and external to ISS, share information and ideas to inform best practice, and agree/review key deliverables.
- Plan and facilitate quantitative and qualitative data collection, processing, storage and retrieval using appropriate information technology in accordance with relevant legislation and requirements.
- Contribute to the design of research specifications, including the identification of data sources and mechanisms for data analysis.
- Manage and participate in data and research projects, both internal and external to ISS.
- Produce and edit material which summarises complex information for various audiences, e.g. Information on the availability of Data sets, use of appropriate tools for data visualisation
- Apply standards based project management methodologies to ensure the timely delivery of expected project outcomes that meet user requirements, comply with all necessary regulatory/legislative requirements, in particular the General Data Protection Regulations, and align with the University's strategic objectives.
- Manage the successful delivery of medium-to-large sized data related projects by liaising with stakeholders to determine their requirements, design/identify solutions to meet those requirements, and where appropriate manage a cross-functional project team to deliver the specified solution.
- Ensure the project team is appropriately staffed and has the necessary skills to carry out the required work to successfully deliver on the project objectives.
- Accept accountability for the co-ordination of project activities and use sound judgment in escalating issues where appropriate to ensure positive project outcomes
- Plan effectively for and manage the implementation of complex multi-stakeholder projects spanning technical and academic domains.
- Ensure there is a clear understanding of the interdependencies of business processes, information systems and data, and the university's regulatory responsibilities in respect of data (GDPR).
- Work with the technical team to ensure that any new systems or system enhancements are considered in the context of integrated solutions within the University's Data Architecture.
- Manage the production of documentation – technical and functional, training material and web resources and data related activities as required.
- Act as a subject matter expert, transferring knowledge to users, other functional team members and training/support staff, and provide advice as required to relevant stakeholders.
- Manage the relationship with external project partners to ensure acceptable service delivery and customer satisfaction.
- Analyse and troubleshoot problems encountered within the University's key data sets by setting priorities for problem resolution and apply the appropriate escalation procedures.
- Form committees/working groups/user groups as necessary to discuss and determine project plans and objectives

- May participate in the interviewing, recruitment and performance management of lower level staff.
- Work closely with colleagues across ISS in the identification of opportunities for innovation and maximizing the effectiveness of ISS and the services it provides.
- Provide assistance in the general operations of ISS and undertaking other tasks that may be assigned from time to time by ISS Management.

**Person Specification:**

**Qualifications:**

The ideal candidate must hold a primary degree (NQV Level 7) in Information Technology, Computer Science or a similar relevant area.

**Applicants must:**

- Have a minimum of 5 yrs. experience in the analysis, specification, procurement, and a proven track record of implementing successful business related solutions in a higher education environment.
- Have a high degree of numeracy and analytical skills including demonstrable experience of data analysis and complex reasoning.
- Have experience of working confidently and responsibly with large and varied datasets including interrogation, interpretation and reporting of data.
- Have a competence in using databases and software tools to analyse and present data.
- Have a strong customer focus and be results driven.
- Be a strong team player, with ability to work under pressure with a varied workload, including managing long and short-term deadlines.
- Have excellent interpersonal and communications skills, written, oral and organisational skills, and the ability to convey complex concepts clearly and effectively to a range of audiences.
- Have an ability to work accurately and excellent attention to detail with a methodological approach to work and the ability to identify errors, inconsistencies and trends in data and question when needed.
- Have an understanding of the security, regulatory or legislative issues relevant to the data analytics activities within a public sector organisation.

Experience working in a customer focus role in a third level environment is desirable.

**Salary Scale:**

Senior Administrative Assistant II €46,513 - €63,251

Appointment will be commensurate with qualifications and experience.

**Informal Enquiries to:**

Ian Bell, Business Systems and Applications Manager.

Email: [ian.bell@dcu.ie](mailto:ian.bell@dcu.ie) Tel: 01 700 8396

**Closing date: 31<sup>st</sup> Aug 2017**

**Application procedure:**

Application forms are available from the DCU Current Vacancies (Open Competitions) website at <http://www4.dcu.ie/hr/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0)1 700 5149; Fax +353 (0)1 700 5500 Email: [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie). **Along with the application form, please submit a CV and cover letter.**

**Please clearly state the role that you are applying for in your application and email subject line: Job Ref 634 Business Analyst (Data)– ISS.**

Applications should be submitted by e-mail to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie) or by Fax: +353 (0)1 700 5500 or by post to the Human Resources Department, Dublin City University, Dublin 9.

***Dublin City University is an equal opportunities employer***