



Information Systems & Services (ISS)

Business Analyst (Level 1)

(Full-time Permanent Post)

Background:

Dublin City University (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.

DCU's excellence is recognised internationally with the University being ranked highly among leading global institutions. DCU is the only Irish University ranked in the QS Top 50 Universities in the world under 50 years old out of a total of almost 10,000 universities established since 1966. DCU is the Ireland's fastest growing University. It has a turnover of approximately €200m generated from the University's activities and from a significant commercial group of companies. Known as "Ireland's University of Enterprise", DCU is characterised by a focus on innovation and entrepreneurship, close engagement with the enterprise sector in its research and education activities, and its agility in effecting change.

DCU is now seeking to recruit an experienced Business Analyst to work within the Information Systems Services (ISS) Department providing ICT services to the University community.

Post Summary:

The successful candidate will be part of the Business Systems team within ISS supporting the development and provision of a support service in respect of the university's business systems, services and supporting processes. S/he will be part of a team responsible for defining and implementing the new/enhanced solutions and in identifying process improvements opportunities supporting DCU's objectives in terms of Operational and Academic Excellence.

S/he will have strong customer-service and communications skills. S/he will work with people at all levels across DCU's multiple campuses, and will be part of a team interfacing with other groups within ISS, and with external partners.

Key Responsibilities

- Provide support to approved projects and the successful delivery of the required activities across the project life-cycle.
- Use technical and business expertise to perform necessary investigation, analysis and evaluation to determine project feasibility in conjunction with line manager.
- In conjunction with business area/line manager help to develop project cost and benefit estimates to establish project worth including the development of alternative considerations

leading to recommendations for new systems or equipment installations or change to existing ones.

- 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.
- Support the successful delivery of assigned projects by liaising with stakeholders to determine their requirements, design/identify potential solutions to meet those requirements, and work as part of a cross-functional project team to deliver the specified solution.
- Responsible for the assigned project activities and in conjunction with line manager escalate issues where appropriate to ensure positive project outcomes.
- Plan effectively for and support the implementation of assigned projects.
- With the support of line management, translate functional business requirements for required system enhancements into technical specifications.
- 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 Enterprise Architecture.
- Document (at a business and technical level) the proposed solution.
- In conjunction with the business area/line manager identify risk areas, develop appropriate solutions/mitigation responses, and escalate where appropriate.
- Analyse and troubleshoot problems encountered within the University's business systems and apply the agreed escalation procedures.
- In conjunction with line manager develop recommendations for the hardware and software needed for optimum solution to assigned business problems.
- 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 experience in the analysis, specification, procurement, and a proven track record of implementing successful business related solutions in a higher education environment.
- Have experience of delivering projects using an industry standard methodology.
- Have a strong aptitude for process and solution evaluation and design.
- Have a good appreciation of information technologies, in particular: relational databases, web technologies, workflow, business process mapping/analysis/redesign, software development tools and technologies, systems' integration techniques.
- Have a strong customer focus and be results driven.
- Be a strong team player, with ability to work under pressure to deadlines and be self-motivated.

- Have excellent interpersonal and communications skills, written, oral and organisational skills.
- Have an aptitude for problem identification, resolution and comprehension and interpretation of technical procedures.
- Have an understanding of the security, regulatory or legislative issues relevant the implementation/operation of IT systems with a public sector organisation.
- Experience working in a customer focus role in a third level environment is desirable.

Salary Scale:

Grade: Administrative Assistant €34,625 - €51,750

Appointment will be commensurate with qualifications and experience.

Informal Enquiries to:

Ian Bell, Business Systems and Applications Manager.

Email: ian.bell@dcu.ie Tel: 01 700 8396

Closing date: 31st 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. **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 635 Business Analyst Level 1-ISS.