

DUBLIN CITY UNIVERSITY

OFFICE OF THE VICE-PRESIDENT ACADEMIC AFFAIRS (REGISTRAR)

BUSINESS ANALYST, ACADEMIC SYSTEMS UNIT

Three-year, fixed term contract

Introduction

The Vice-President Academic Affairs (Registrar) is the Chief Academic Officer of the University and is responsible to the President for the management of the academic business of the University. Working with senior colleagues in the University, she has overall responsibility for the regulation and development of courses and programmes, examinations and assessments, and all matters relating to students and their studies.

Restructuring within the broader academic affairs area will see the establishment for the first time of an Academic Systems Unit. Reporting to the Academic Secretary, the Unit will support the VPAA (Registrar) in exercising strategic ownership and oversight of core business solutions that are integral to the academic business of the University. Working closely with colleagues in Information Systems and Services (ISS) and with colleagues in relevant business units across the University, the Unit will complement and enhance existing systems and process expertise, giving particular consideration to business needs, process improvement and optimisation of business solutions.

Role

Working as part of a team, the Analyst will be responsible for the maintenance and enhancement of the core University business solutions that lie within the VPAA/Registrar's remit, viz., the student administration system (currently ITS) and the timetabling system (currently Syllabus Plus). The Analyst will be expected to acquire in-depth knowledge of the other core business solution(s) that the Unit supports. Liaising closely with ISS and relevant business units, s/he will be responsible for the specification, design and implementation of business solutions changes and upgrades, and associated process improvements, and will support the introduction of new or replacement business solutions.

Duties and responsibilities

Reporting to the Academic Secretary or nominee, the Analyst will:

- Possess or acquire expert knowledge of the business solution(s) for which the Unit is responsible, their role within / relationship with the University's enterprise architecture, as well as the processes they support
- Provide comprehensive support in respect of the business solutions for which the Unit is responsible, working closely with system users and ISS to resolve issues – technical, performance, security and/or infrastructural – that arise
- Identify, articulate and implement opportunities for integration, automation, increased efficiency and innovation, liaising with ISS and providing advice and support to relevant business units in relation to same
- Liaise closely with ISS colleagues and/or vendors, as well as with all relevant stakeholders (business solutions owners and users) to continually improve business processes and optimise the use of business solutions

- Develop and maintain quality procedures and related documentation
- Monitor technical and industry developments, evolving practice and best practice (nationally and internationally) in relation to business solutions, in particular those of relevance to Higher Education, ensuring that the work of the Academic Systems Unit, and related units, are informed by same
- Advise and support senior colleagues in the consideration and/or prioritisation of business solutions' development, informing and contributing to decision-making in this regard
- Design and/or contribute to the design of business solutions, including the gathering and documentation of business requirements, the development and approval of technical specifications in conjunction with ISS, the development of test scripts, and the provision of training
- Lead project teams to enhance, upgrade or otherwise modify core University business solutions and related processes, and to effect migration to new platforms within specified timeframes and to budget, assuming responsibility for the development, monitoring and adjustment of related project plans
- Represent the Unit and/or University in relevant external fora, as directed by the Academic Secretary, or nominee
- Any other duty which may be assigned from time to time by the Academic Secretary, or nominee.

Qualifications, experience and skills required

Applicants for the post must possess a primary degree, preferably in Information Technology, Computer Science or other relevant field, together with a minimum of five years relevant work experience, which should ideally include experience in the specification, procurement, and implementation of business solutions in a third level environment. The ability to work independently, to exercise judgement and to challenge positively while working collaboratively with a variety of stakeholders is essential.

Applicants should possess the following:

- A demonstrated aptitude for process and solution evaluation, and design
- An appreciation of information technologies, in particular, the following: relational databases, internet technologies, workflow, process redesign, software development tools and technologies and systems' integration techniques.
- An understanding of the software development lifecycle, and an appreciation of enterprise architecture
- An understanding of academic administrative processes and related supporting technology
- The ability to lead and manage project teams, the membership of which is drawn from across the University community
- Excellent interpersonal and communications skills (written and oral).

Salary scale: **€46,513 - €63,251** (Senior Administrative Assistant II)

** Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the salary scales, in line with current Government pay policy.*

Full details of salary upon promotion for internal staff can be viewed at:

<http://www.dcu.ie/sites/default/files/hr/pdfs/Pay-Upon-Promotion-Internal-Staff.pdf>

Closing Date: **17th March 2016**

Informal enquiries to: Pauline Mooney, Academic Secretary: email: pauline.mooney@dcu.ie; tel: +353 (0)1 700 8810.

Application Procedure

Application forms are available from the DCU Current Vacancies (open Competitions) website at <http://www.dcu.ie/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0) 1 7005149.

Please clearly state the role that you are applying for in your application and email subject line: **Job Ref #503 Business Analyst, OVPAA**

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: +353 (0)1 7005500 or by post to the Human Resources Department, Dublin City University, Dublin 9.

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