

DUBLIN CITY UNIVERSITY

OFFICE OF THE VICE-PRESIDENT ACADEMIC AFFAIRS (REGISTRAR)

SENIOR 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 University 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 Senior 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 Senior Analyst will be expected to acquire in-depth knowledge of the core business solution(s) and related business processes that the Unit supports. Liaising closely with ISS and relevant business units, s/he will be responsible for the management of staff associated with the Unit, as well as for the specification, design and implementation of business solution changes and upgrades, and associated process improvements. S/he will also assume a leadership role in the introduction of new or replacement business solutions, as required.

Duties and responsibilities

Reporting to the Academic Secretary or nominee, the Senior 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 and the business processes they support
- Manage the provision of comprehensive support in respect of the business solutions for which the Unit is responsible, working closely with business units and ISS to resolve issues – technical, performance, security and/or infrastructural – that arise
- Assume responsibility for the management of staff within the Unit
- Lead project teams comprising multiple stakeholders drawn from units across the University to introduce, enhance, upgrade or otherwise modify 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

- Advise and support senior officers of the University in the consideration and/or prioritisation of future and on-going business solutions development, informing and contributing directly to strategic decision-making that will impact the University as a whole, ensuring that the business solutions for which the Unit is responsible continue to meet the needs of the University
- Design and/or contribute to the design of business solutions, including the gathering and documentation of business requirements, the development and approval of specifications, the development of test scripts, and the provision of training
- Maintain oversight of all projects for which the Unit is responsible
- Assume responsibility for the management of relevant licensing and/or other contractual arrangements, liaising with the Finance Office and ISS, as appropriate
- Identify, articulate and implement opportunities for integration, automation, increased efficiency and innovation, liaising with and providing advice and support to relevant stakeholders in relation to same
- Liaise closely with ISS colleagues and/or vendors, as well as with all relevant stakeholders (owners and users) to continually optimise systems' use and improve business processes
- 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
- Represent the Unit and/or University in relevant external fora, as directed by the Academic Secretary
- Any other duty which may be assigned from time to time by the Academic Secretary.

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 lead and motivate staff, to exercise influence and judgement, and to challenge positively while working with a variety of stakeholders is essential.

In addition, applicants should possess the following:

- A proven track record in the management and delivery of complex projects / business solutions implementation
- A demonstrated aptitude for process and solution evaluation, and design
- A clear 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 comprehensive understanding of academic administrative processes and related supporting technology

- A proven track record in line management
- 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: **€49,967 - €68,393** (Administrator I)

** 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 #504 Senior 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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