



Information Systems & Services (ISS)
Systems Analyst
(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.

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. S/he will play a lead role in 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 leadership, customer-service, and communications skills. S/he will work with people at all levels across DCU's multiple campuses, and will be a key interface with other groups within the Information Systems Services Department, and with external partners.

Key Responsibilities

- Combine investigative, analytical, and project management skills with knowledge of ICT hardware and software applications and technologies to co-ordinate approved projects and manage the activities across the project life-cycle.
- Use technical and business expertise to perform necessary investigation, analysis and evaluation to determine project feasibility.
- Helps 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.

- Manage the successful delivery of medium-to-large sized projects by liaising with stakeholders to determine their requirements, design/identify solutions to meet those requirements, and 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 and information systems.
- Translate functional business requirements for required system enhancements into technical design criteria for development by internal or external parties.
- 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, and gain buy-in from the appropriate key stakeholder.
- Proactively identify risk areas, develop appropriate solutions/mitigation responses, and escalate where appropriate.
- Manage the production of documentation – technical and functional, training material and web resources 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 evaluate the impact of application enhancements or new application implementation against the identified benefits/return-on-investment.
- Analyse and troubleshoot problems encountered within the University's key business systems by setting priorities for problem resolution, monitor progress, and apply the appropriate escalation procedures.
- Provide alternative solutions and recommendations to complex problems and issues allowing the appropriate teams to decide on the best approach.
- Form committees/working groups/user groups as necessary to discuss and determine project plans and objectives
- Develop or assist in the development of work plans, task sequencing, and the extent to which tasks may be performed concurrently to effectively optimise the use of ISS resources across the annual programme of projects.
- Recommend plans for user and resource management approvals.
- Recommend hardware and software needed for optimum solution to business problems.
- Modify systems designs to take maximum advantage of existing equipment resources.
- 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 experience of managing and 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:

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

Appointment will be commensurate with qualifications and experience.

** 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>

Informal Enquiries to: Ian Bell, Business Systems and Applications Manager.

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

Closing date: 20th March 2017

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 #505 Systems Analyst, ISS**

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.