



## **JOB DESCRIPTION**

### **Senior Business Analyst Professional 6 Student Information Systems Program Two Year Fixed-Term Contract**

#### **Dublin City University**

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

#### **Overview of the department**

In the context of its five-year strategic plan, Talent, Discovery and Transformation 2017-2022, DCU is currently in the process of implementing a cloud-based Student Information System (SIS) to assist

our objectives as a globally engaged university. The SIS Program has a key role to play in the achievement of the University strategic goals, leveraging the affordances of digital technology and systems integration to enhance the experience of both students and staff, and facilitate operational excellence. The SIS project is being mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change.

### **Role Profile**

Working as part of the SIS Program Team and reporting to the Design & Configuration Lead, the Senior Business Analyst will have general responsibilities to support the program delivery and specific responsibilities relating to activities covered by the Business Design & Configuration Delivery Stream which is responsible for the functional design and configuration of the new SIS.

### **Duties and Responsibilities**

The duties and responsibilities of the position include, but are not restricted to, the following:

- Identify and lead on opportunities for business integration, business process automation, increased efficiency and innovation, as the SIS Programme moves through each “To Be” phase of implementation.
- Lead workshops, working groups and design activities during all phases of the SIS Implementation.
- Assume responsibility for the gathering, maintenance and documenting of business requirements, functional design, their review/approval and the review/approval of technical specifications in conjunction with relevant members of the program team and stakeholders.
- Possess or acquire expert knowledge of SIS business solutions and business processes with an awareness of the relationships with the University’s enterprise architecture.
- Act as a subject matter expert, transfer knowledge to others and provide advice to relevant stakeholders on the business solution.
- Provide leadership for business analysts on the SIS program, developing and maintaining standards, ensuring the quality of team deliverables.
- Supports the SIS Design Fora:
  - in maintaining oversight of End to End design (Process, Functional and Technical)
  - by co-ordinating and reviewing inputs and contributing to design decisions
  - Assessing the impact of project change requests on requirements and end-to-end solution design.
- Manage the analysis and troubleshooting of problems relating to the solution with the functional and technical teams by contributing to the priorities for problem resolution, monitoring progress, and applying the appropriate escalation procedures.
- Liaise closely with DCU colleagues, third parties and vendors associated with the SIS program, as well as with all relevant program stakeholders across multiple levels in DCU.
- Support program and project planning, mobilisation and execution across multiple phases.
- Provide support and input to the testing plan and activities.
- Proactively identify risk areas, work with stakeholders to develop appropriate solutions/mitigating responses and escalate where appropriate.
- Liaise closely with Project Managers on the delivery and quality of Business Analysis artefacts.

- Represent the Program and/or University in relevant internal and external fora.
- Any other duties that may be assigned from time to time by the Design & Configuration Delivery Stream Lead, or nominee.

## **Qualifications and Experience**

### **Essential**

- Applicant must possess a primary degree or equivalent (NFQ level 7), preferably in Information Technology, Computer Science or other relevant field.
- Minimum of 5 years' relevant experience which should include experience in the specification, procurement and implementation of business solutions, ideally, in a third level environment.
- The ability to lead and motivate colleagues, to exercise influence and judgement, and to challenge positively while working collaboratively with a variety of stakeholders at multiple levels is essential.
- A proven track record working on complex projects/business solution implementation preferably in a third level environment.
- A demonstrable aptitude for process and solution.
- A clear appreciation of information technologies, in particular, the following: relational databases, internet technologies, workflow, software development tools and technologies, and systems' integration techniques.
- Familiarity with the software development lifecycle, and an appreciation of enterprise architecture.
- Awareness of academic or other complex administrative processes and related supporting technology.
- Excellent interpersonal and communications skills (written and oral).
- Be a strong team player, with ability to work under pressure to deadlines and be self-motivated.

### **Desirable**

- Experience in the use of and/or certification project management and/or process improvement methodologies such as Prince2, Six Sigma, Lean or Agile would be advantageous.