



Applications are invited from suitably qualified candidates for the following position

**Senior Business Analyst  
Professional 6  
Academic Systems, Office of the Vice President of Academic Affairs  
Permanent 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**

Reporting to the Academic Secretary, the Academic Systems unit assists the Vice President Academic Affairs (Registrar) in exercising strategic ownership and oversight of core IT applications that are integral to the academic business of the University. Working closely with colleagues in Information Systems and Services (the University's central IT department) and relevant business areas across the University, the unit provides tier 2 end-user and application support in respect of the specific for which the unit has accountability. In doing so, it complements and enhances existing applications and process expertise, giving particular consideration to business needs, the optimisation of applications and related process improvement.

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 Programme 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 Academic Systems unit will assume accountability for the solution that is currently being implemented. Collectively with other key stakeholders, the unit is actively contributing to the SIS Programme, which is a significant change programme for the University.

### **Role Profile**

Working as part of a team, and reporting to the Head of Academic Systems, the Senior Business Analyst will be responsible for the provision of tier 2 end user and application support for those IT applications that lie within the Vice President Academic Affairs (Registrar)'s remit. The Senior Business Analyst will be expected to acquire in-depth knowledge of the applications and related business processes that the Unit assists. Liaising closely with relevant ISS and business unit colleagues, they will be responsible for the specification, configuration and implementation of application changes and upgrades, and associated process improvements, as well as the introduction of new or replacement applications, where relevant.

### **Duties and Responsibilities**

Please refer to the job description for a list of duties and responsibilities associated with this role.

### **Qualifications and Experience**

#### **Essential**

- A primary degree, preferably in Information Technology, Computer Science or other relevant field.
- A minimum of five years' relevant work experience as a business analyst, which should include the provision of comprehensive end-user and application support and service management support, as well as experience in the provision of specification, procurement, and implementation of IT applications, preferably in Higher Education or other complex business environment.

### **Desirable**

- Direct experience of the implementation of ITIL or other ITSM, and associated certification in same.
- Experience in the use of and/or certification in project management and/or process improvement methodologies such as Prince2, Six Sigma, Lean or Agile would be advantageous.

In addition, the successful applicant will possess:

- A demonstrable aptitude for process and solution evaluation.
- The ability to direct and motivate colleagues, to exercise influence and judgement, and to challenge positively while working with a variety of stakeholders to effect continuous improvement.
- A clear appreciation of information technologies, in particular, the following: relational databases, internet technologies, workflow, software development tools and technologies, and systems' integration techniques.
- A proven track record in the management and delivery of complex projects / IT implementation.
- An understanding of the software development lifecycle, and an appreciation of enterprise architecture
- An understanding of academic or other complex administrative processes and related assisting technology
- Excellent interpersonal and communications skills (written and oral).

### **Essential Training**

The postholder will be required to undertake the following essential compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

### **Salary Scale:**

Professional 6 - €57,263.00 - €81,573.00

Appointment will be commensurate with qualifications and experience and in line with current Government pay policy

**Closing date:** Thursday, 15<sup>th</sup> December 2022

**For more information on DCU and benefits, please visit [Why work at DCU?](#)**

**Informal Enquiries in relation to this role should be directed to:**

Mr. Olivier Kazmierczak, Head of Academic Systems, Office of Vice President of Academic Affairs, Dublin City University.

Email: [olivier.kazmierczak@dcu.ie](mailto:olivier.kazmierczak@dcu.ie)

Please do not send applications to this email address, instead apply as described below.

**Application Procedure:**

Application forms are available from the DCU Current Vacancies website at <https://www.dcu.ie/hr/vacancies-current-vacancies-external-applicants>

Applications should be submitted by e-mail with your completed application form to [hr.applications@dcu.ie](mailto:hr.applications@dcu.ie)

**Please clearly state the role that you are applying for in your application and email subject line:  
#BC220932 Senior Business Analyst**

*Dublin City University is an equal opportunities employer.*

*In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.*

*The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps. Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the [DCU Policy Starter Packs](#)*