JOB DESCRIPTION

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

The duties and responsibilities of the position include, but are not restricted to, the following:
- Possess or acquire expert knowledge of the applications for which the Unit is reliable, their role within / relationship with the University's enterprise architecture and the business processes they support.
- Provide comprehensive, tier 2 support in respect of the applications for which the Unit is responsible, working closely with relevant ISS and business unit colleagues to resolve issues that arise.
- Lead project teams comprising multiple stakeholders drawn from units across the University to introduce, enhance, upgrade or otherwise modify applications and related processes within specified timeframes and to budget, assuming accountability for the development, monitoring and adjustment of related project plans.
- Advise and assist senior colleagues in the consideration and/or prioritisation of future and on-going applications development, informing and contributing directly to decision-making that may impact the University as a whole, ensuring that the applications for which the Unit is accountable to continue to meet the needs of the University.

- Assume accountability for the gathering and documentation of business requirements, the development and approval of specifications, the development of test scripts and, where relevant, the co-ordination of training.
- Assume accountability for the management of relevant licensing and/or other contractual arrangements, liaising with vendors, the Finance Office and ISS colleagues, as appropriate.
- Identify, articulate and implement opportunities for business integration, business process 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 applications' 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 IT applications, in particular those of relevance to Higher Education, ensuring that the work of the Academic Systems Unit, and related units, are informed by same.
- Deputise for the Head of unit, and represent the unit and/or University in relevant external fora, as directed by the Academic Secretary or nominee.
- Any other duty that may be assigned from time to time by the Academic Secretary or nominee.

The role may change in line with unit / University requirements and developments. The successful candidate will be expected to show flexibility in line with any changes which may occur.

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).