



JOB DESCRIPTION

**Senior Business Analyst
Professional 6
Academic Systems,
Office of the Vice President for Academic Affairs (Registrar)
Permanent Contract**

Dublin City University

Dublin City University (DCU) is a leading innovative European University. It is proud to be one of the world's leading Young Universities and is among the world's top 2% globally. DCU is known as Ireland's University of Impact, with a mission to 'transform lives and societies' and focuses on addressing global challenges in collaboration with key national and international partners and stakeholders.

DCU has over 20,000 students in five faculties spread across three academic campuses in the Glasnevin-Drumcondra area of North Dublin. Thanks to its innovative approach to teaching and learning, the University offers a 'transformative student experience' that helps to develop highly sought-after graduates. DCU is currently No. 1 in Ireland for Graduate Employment Rate, and for graduate income (CSO).

DCU is a research-intensive University and is home to a number of SFI-funded Research Centres. The University participates in a range of European and international research partnerships. DCU is also the leading Irish university in the area of technology transfer as reflected by licensing of intellectual property.

As a 'People First' institution, DCU is committed to Equality, Diversity and Inclusion - a University that helps staff and students to thrive. The University is a leader in terms of its work to increase access to education, and is placed in the world's Top 10 for reducing inequalities in the Times Higher Education Impact Rankings.

Overview of the department

Reporting to the Academic Secretary, the Academic Systems unit assists the Vice President for 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 systems for which the unit has responsibility. 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 responsibility for the solution that is currently being implemented. Together 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 for 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 supports. 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 responsible, 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 responsibility for the development, monitoring and adjustment of related project plans.
- Advise and support 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 responsible continue to meet the needs of the University.
- Assume responsibility 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 responsibility 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 management.
- Any other duty that may be assigned from time to time.

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, or equivalent (NFQ Level 7) 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.
- The ability to lead and motivate colleagues, to exercise influence and judgement, and to challenge positively while working with a variety of stakeholders to effect continuous improvement.
- A proven track record in the management and delivery of complex projects / IT implementation.

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.
- A clear appreciation of information technologies, in particular the following: relational databases, internet technologies, workflow, software development tools and technologies, and systems' integration techniques.
- An understanding of the software development lifecycle, and an appreciation of enterprise architecture.
- An understanding of academic or other complex administrative processes and related supporting technology.

- Excellent interpersonal and communications skills (written and oral).
- A willingness to continue self-development in software products, business analysis techniques, process improvement methodologies, project and change management methodologies, and IT services management frameworks.
- An ability to establish and maintain trust with diverse type of stakeholders.
- A persistent outlook to learn from events and from others in the team, to conduct root cause(s) analysis of issues, and to collectively consolidate and continuously improve corporate knowledge.
- A strong attention to detail, minimising ambiguity in all documentation produced.
- A passion for operational excellence and for providing quality service.
- A strong team and customer orientation, with ability to work under pressure to deadlines and be self-motivated.
- A sense of initiative, and of perseverance when facing setbacks or multiple intermediary steps to solutions.
- The ability to take ownership and show leadership for specific systems, while also learning other systems to second or stand-in for other senior business analysts who normally focus on these systems.
- High emotional intelligence.