JOB DESCRIPTION
Business Analyst
Professional 5,
Student Information Systems Program, Office of Vice-President Academic Affairs (Registrar)
2 Years 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 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:

- Work as part of a business analysis team to identify opportunities for business integration, business process automation, increased efficiency and innovation, as the SIS Programme moves through each "To Be" phase of implementation.
- Actively Support the Senior BA to run 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.
- Transfer knowledge to others and provide advice to relevant stakeholders on the business solution.
- 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 and escalate where appropriate.
- Any other duties that may be assigned from time to time by the Design & Configuration Delivery Stream Lead, or nominee.

Qualifications and Experience

The ideal candidate will have:

Essential:

- The successful individual must possess a primary degree or equivalent (NFQ level 7), preferably in Information Technology, Computer Science or other relevant field.
- Minimum of 2/3 years' relevant experience which should include experience in the specification and implementation of business solutions.
- The ability to work collaboratively with a variety of stakeholders at multiple levels is essential.
- A proven track record working on projects and business solution implementation.
- 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.
- Excellent social 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.
- Awareness of academic or other complex administrative processes and related supporting technology.