JOB DESCRIPTION

Associate Business Analyst
Professional 4
Student Information System Programme,
2 Year Fixed Term 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

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

The role of Associate Business Analyst is designed as a development pathway for post-holders to assist them to be competitive for more senior level Business Analyst roles should the opportunity arise

Working as part of the SIS Programme Team and reporting to the Technology & Integration Lead or nominee, the Associate Business Analyst will have general responsibilities to support the programme delivery and specific responsibilities relating to activities covered by the Technology & Integration Delivery Stream which is responsible for the technical design and configuration of the new SIS and related systems integrations.

Duties and Responsibilities

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

- Assist in the documenting and updating of technical specifications in conjunction with relevant members of the wider team and stakeholders throughout the programme delivery lifecycle;
- Act as a conduit between business and IT, comprehension of technical specifications and ensuring IT solutions reflects functional design and meets requirements;
- Assist in the organisation and facilitation of workshops, working groups and capture of minutes;
- Establish effective relationships across the university with programme stakeholders and work closely with third party vendors during all phases of the SIS Implementation;
- Assist in the documentation and modelling of "As Is" and "To Be" technical landscape and design with the wider team and stakeholders, adhering to a best practice approach with a focus on identifying issues and opportunities for improvement;
- Comprehend and utilise the mechanisms and procedures in place for the versioning, updating and archiving of documents relating to integration design and development in keeping with best practice standards;
- Assist in the sharing of knowledge of SIS business solutions and processes with an awareness of the relationships with the University's enterprise architecture;
- Act in a collaborative manner, transferring knowledge to others and providing advice to relevant stakeholders on the solution;
- Liaise closely with DCU colleagues, third parties and vendors associated with the SIS programme, as well as with all relevant programme stakeholders across multiple levels in DCU;
- Assist programme and project planning, mobilisation and execution across multiple phases;
- Proactively identify risks, issues and dependencies, work with stakeholders to develop appropriate solutions/mitigating responses and escalate where appropriate;
- Support and facilitate test activities in all test phases by ensuring test coverage of requirements, defining test scenarios or personas, assisting in testing and providing UAT assistance.

- Keep informed of technical and industry developments, evolving practices and trends in relation to Student Information Systems;
- Represent the Programme and/or University in relevant internal and external fora;
- Any other duties that may be assigned from time to time by the Programme Management, or nominee.

Qualifications and Experience
Essential:
- Applicants must possess a primary degree or equivalent (NFQ level 7), preferably in Information Technology, Computer Science or other relevant field;
- Have a minimum of 2 years relevant experience as a Business Analyst;
- The ability to work effectively independently, and also with a variety of stakeholders at multiple levels is essential;
- Meeting and workshop facilitation skills;
- A proven track record working on projects;
- Strong Business Analysis skills with an ability to apply best practice within this area;
- Critical thinking and problem-solving skills;
- 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;
- An appreciation of information technologies, in particular, the following: relational databases, internet technologies, workflow, process redesign, software development tools and technologies and systems integration techniques;
- Familiarity with the software development lifecycle.

Desirable:
- Previous experience working in a similar role in the Higher Education Sector.

- 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.