



## **JOB DESCRIPTION**

**Senior Business Analyst  
Professional 5A  
Student Information System Program  
18 Month 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 2018-2023, 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 SIS programme has been 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 Senior 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. This is an 18-month Fixed Term Contract with potential further opportunities within the University.

### **Duties and Responsibilities**

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

- Identify and lead on opportunities for business integration, business process automation, increased efficiency and innovation, as the SIS Programme moves through each “To Be” phase of implementation.
- Lead workshops, working groups and design activities during all phases of the SIS Implementation.
- Assume responsibility for the gathering, maintenance and documenting of requirements
- Possess or acquire expert knowledge of SIS business solutions and business processes with an awareness of the relationships with the University’s enterprise architecture.
- Act as a subject matter expert, transfer knowledge to others and provide advice to relevant stakeholders on the business solution.
- Provide leadership for business analysts on the SIS program, developing and maintaining standards, ensuring the quality of team deliverables.
- Supports the SIS Design Fora:
  - Leading Business process transformation design.
  - Maintaining oversight of End to End design (Process, Functional and Technical)
  - Coordinating and reviewing inputs and contributing to design decisions
  - Assessing the impact of project change requests on requirements and end-to-end solution design
- Manage the analysis and troubleshooting of problems relating to the solution with the functional and technical teams by contributing to the priorities for problem resolution, monitoring progress, and applying the appropriate escalation procedures.
- 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, work with stakeholders to develop appropriate solutions/mitigating responses and escalate where appropriate.
- Liaise closely with Project Managers on the delivery and quality of Business Analysis artefacts.
- Represent the Program and/or University in relevant internal and external fora.
- Any other duties that may be assigned from time to time by the Design & Configuration

Delivery Stream Lead, or nominee.

## **Qualifications and Experience**

### **Essential**

- Applicant must possess a primary degree or equivalent (NFQ level 7), preferably in Information Technology, Computer Science or other relevant fields.
- Minimum of 5 years' relevant experience which should include experience in the specification, procurement and implementation of business solutions, ideally, in a third level environment.
- The ability to lead and motivate colleagues, to exercise influence and judgement, and to challenge positively while working collaboratively with a variety of stakeholders at multiple levels is essential.
- A proven track record working on complex projects/business solution implementation preferably in a third level environment.
- 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.
- Awareness of academic or other complex administrative processes and related supporting technology.
- 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.

### **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.

**Additional Information:** *Please note this role does not meet criteria for a Critical Skills permit as stipulated by the Department of Enterprise, Trade & Employment.*