



JOB DESCRIPTION

Business Analyst Professional 5 Student Information Systems Programme 12 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 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:

- Work as part of a business analysis team to identify opportunities for business transformation and business process automation.
- Comprehension of the As Is process and assisting the team and stakeholders to solutioning the To Be process, through a combination of Business Process and System configuration
- 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 all requirements from all stakeholders. (Business, user, technical/non-technical, functional/non functional, design, review/approval)
- 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.
- Assist program and project planning, mobilisation and execution across multiple phases.
- Provide assistance 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

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 in partnership with a variety of stakeholders at multiple levels is essential.
- A proven track record working on projects and business transformation solution implementation.
- A demonstrable aptitude for business process design and solution.
- The ability to understand complex processes and system capability and translate the information to consumable outputs for all levels and departments in the organisation.
- 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

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