



JOB DESCRIPTION

**Senior Business Analyst
Professional 6
Technology & Integration
Student Information Systems (SIS) programme
Office of Vice-President Academic Affairs (Registrar)
11 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 Programme Team and reporting to the Technology & Integration Lead or nominee, the Senior 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:

- Assume responsibility for the documenting and updating of technical specifications in conjunction with relevant members of programme team and stakeholders throughout the programme delivery lifecycle.
- Act as a conduit between business and IT, understanding technical specifications and ensuring IT solutions reflects functional design and meets requirements.
- Organise and facilitate workshops, working groups, take minutes, establish effective relationships across the university with programme stakeholders and work closely with third party vendors during all phases of the SIS Implementation.
- Document and modelling of “As Is” and “To Be” technical landscape and design with stakeholders, adhering to a best practice approach with a focus on identifying issues and opportunities for improvement.
- Create technical design documents and present to relevant fora for review and sign-off.
- Ensure that mechanisms and procedures are in place to manage the versioning, updating and archiving of documents relating to design documents and associated procedures in keeping with best practice standards;
- Acquire and share knowledge of SIS business solutions and 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 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 functional testing and providing UAT support.
- 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, preferably in Information Technology, Computer Science or other relevant field.
- Have a minimum of 5 years' relevant experience as a Business Analyst in a large transformation programme.
- The ability to work independently, to exercise influence and judgement, and to challenge positively while working effectively with a variety of stakeholders at multiple levels is essential.
- Proven workshop facilitation skills.
- A proven track record working on large projects preferably in the Higher Education Sector.
- Strong Business Analysis skills with an ability to apply best practice within this area.
- A high level of critical thinking and problem-solving skills.
- Excellent relationship management and communications skills (written and oral);
- Excellent stakeholder management skills.
- Self-motivated with demonstrated skills in a project role.
- Be a strong team player, with ability to work under pressure to deadlines.
- 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.
- Experience of working with middleware technologies eg Mulesoft/Boomi
- A thorough understanding of the IT Project lifecycle within a large transformation programme
- An understanding of process enhancement methodologies and related supporting technology

Desirable:

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