**Senior Business Analyst, Academic Systems (Administrator I)**

**Office of the Vice President Academic Affairs (Registrar)**

**Fixed Term Two Year Contract**

**Introduction**

Dublin City University ([www.dcu.ie](www.dcu.ie)) is a research-intensive, globally-engaged, dynamic institution that is distinguished by both the quality and impact of its graduates and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life, and in the workplace, by providing a high-quality, rounded education appropriate to the challenges and opportunities of the 21st century.   As Ireland's University of Enterprise and Transformation, DCU is characterised by a focus on innovation and entrepreneurship and a track-record of effective engagement with the enterprise sector, including commercial, social and cultural enterprises.   Excellence in its education and research activities has led to DCU's consistent position in the rankings of the world's top young universities.

**Overview of the department**

Reporting to the Academic Secretary, the Academic Systems unit assists the Vice President Academic Affairs (Registrar) in exercising strategic ownership and oversight of core IT applications that are integral to the academic business of the University.  Working closely with colleagues in Information Systems and Services (the University's central IT department) and relevant business areas across the University, the unit provides tier 2 end-user and application support in respect of the specific applications for which the unit has responsibility.   In doing so it complements and enhances existing applications and process expertise, giving particular consideration to business needs, the optimisation of applications and related process improvement.

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 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 Academic Systems unit will assume responsibility for the solution is currently being implemented and is actively contributing, together with other key stakeholders, to the SIS Programme, which is a significant change programme for the University.

**Role Profile**

Working as part of a team, and reporting to the Head of Academic Systems, the Senior Business Analyst will be responsible for the provision of tier 2 end user and application support for those IT applications that lie within the Vice President Academic Affairs (Registrar)'s remit, viz., the student information system and the timetabling and room booking system. The Senior Business Analyst will be expected to acquire in-depth knowledge of the applications and related business processes that the Unit supports. Liaising closely with relevant ISS and business unit colleagues, they will be responsible for the specification, configuration and implementation of application changes and upgrades, and associated process improvements, as well as the introduction of new or replacement applications, where relevant.

**Duties and responsibilities**

Please refer to the job description for a full list of duties and responsibilities associated with this role.

**Qualifications and Experience**
**Essential**
- A primary degree, preferably in Information Technology, Computer Science or other relevant field
- A minimum of five years' relevant work experience as a Business Analyst
- A proven track record of experience in the specification, procurement, and implementation of business solutions in Higher Education or other complex business environment
- The ability to lead and motivate colleagues, to exercise influence and judgement, and to challenge positively while working with a variety of stakeholders
- A proven track record in the management and delivery of complex projects / business solutions implementation.
- Strong Business Analysis skills with an ability to apply best practice within this area;
- A high level of critical thinking and problem-solving skills;

**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.

In addition, the successful applicant will possess:
- A demonstrable aptitude for process and solution evaluation
- 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).

**Mandatory Training**
The successful candidate will be required to undertake the following mandatory compliance training: Orientation, GDPR, and Compliance. Other training may need to be undertaken when required.

**Salary Scale:**  Administrator I €53,960 - €76,622
*Appointment will be commensurate with qualifications and experience and will be made on the appropriate point of the salary scale in line with current Government pay policy.*

**Closing Date:  Friday 22nd January 2021**

**Informal Enquiries to:** Pauline Mooney, Academic Secretary, Office of the Vice President Academic Affairs (Registrar), DCU, E-mail: pauline.mooney@dcu.ie.
*Please do not send applications to this email address; instead, apply as described below.*

**Application Procedure:**
**Application forms** are available from the DCU Current Vacancies website at https://www.dcu.ie/hr/vacancies/current.shtml. A CV must be included with the application form. Applications must be submitted by e-mail to hr.applications@dcu.ie

**Please clearly state the role that you are applying for in your application form and email subject line, Job Ref #BC2806 Senior Business Analyst, OVPAA.**

*Dublin City University is an equal opportunities employer.  In line with the Employment Equality Acts 1998 – 2015, the University is committed to equality of treatment for all those who engage with its recruitment, selection and appointment processes.  The University's Athena SWAN Bronze Award signifies the University's commitment to promoting gender equality and addressing any gender pay gaps.  Information on a range of university policies aimed at creating a supportive and flexible work environment are available in the DCU Policy Starter Packs*