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) 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 accountable 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 accountable 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

Duties and responsibilities attaching to the post include but are not limited to:
- Possess or acquire expert knowledge of the applications for which the Unit is accountable, their role within / relationship with the University's enterprise architecture and the business processes they support
- Provide comprehensive, second level support in respect of the applications for which the Unit is accountable for, working closely with relevant ISS and business unit colleagues to resolve issues that arise
- Lead project teams comprising multiple stakeholders drawn from units across the University to introduce, enhance, upgrade or otherwise modify applications and related processes within specified timeframes and to budget, assuming responsibility for the development, monitoring and adjustment of related project plans
- Advise and assist senior colleagues in the consideration and/or prioritisation of future and on-going applications development, informing and contributing directly to decision-making that may impact the University as a whole, ensuring that the applications for which the Unit is accountable, continue to meet the needs of the University
- Assume responsibility for the gathering and documentation of business requirements, the development and approval of specifications, the development of test scripts and, where relevant, the co-ordination of training
- Assume responsibility for the management of relevant licensing and/or other contractual arrangements, liaising with vendors, the Finance Office and ISS colleagues, as appropriate
- Identify, articulate and implement opportunities for business integration, business process automation, increased efficiency and innovation, liaising with and providing advice and support to relevant stakeholders in relation to same
- Liaise closely with ISS colleagues and/or vendors, as well as with all relevant stakeholders (owners and users) to continually optimise applications' use and improve business processes
- Develop and maintain quality procedures and related documentation
- Monitor technical and industry developments, evolving practice and best practice (nationally and internationally) in relation to IT applications, in particular those of relevance to Higher Education, ensuring that the work of the Academic Systems Unit, and related units, are informed by same
- Deputise for the Head of Unit, and represent the unit and/or University in relevant external fora, as directed by the Academic Secretary or nominee
- Any other duty which may be assigned from time to time by the Academic Secretary or nominee.

The role may change in line with unit / University requirements and developments. The successful candidate will be expected to show flexibility in line with any changes which may occur.

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.