Dublin City University
Business Process Analyst
Student Information Systems (SIS) programme
Office of Vice-President Academic Affairs (Registrar)
2 Year Fixed-Term Contract

Dublin City University www.dcu.ie is a research-intensive, globally-engaged, dynamic institution that is distinguished both by the quality and impact of its graduates and by its focus on the translation of knowledge into societal and economic benefit. Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. DCU is Ireland's fastest growing university, and now hosts more than 17,000 students across its three academic campuses: DCU Glasnevin Campus, DCU St Patrick's Campus and DCU All Hallows campus.

Student Information Systems

The University is now looking to transform the way in which its staff and students interact with each other, using student information to align to our values and achieve excellence in service, ensuring the future needs of DCU can be met.

The Student Information Systems (SIS) Programme is being mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change. This transformation will be enabled by effective and efficient business processes supported by a fully integrated Student Information System which will support our objectives to create and sustain a globally engaged university.

SIS will consolidate and modernise multiple legacy student information systems into one, integrated software solution. The new SIS includes all crucial student information: admissions, finance, registration, enrolment, course management, advising, billing and payment, records, and more. Students will be able to access all of their key information through a single point-of-entry, providing a more agile and personalised experience.

Role Overview

Working as part of the SIS Programme Team and reporting to the Design & Configuration Lead or nominee, the Business Process Analyst will have general responsibilities to support the programme delivery and specific responsibilities relating to activities covered by the Business Design & Configuration Delivery Stream which is responsible for the the functional design and configuration of the new SIS.

Duties and Responsibilities:

- Assume responsibility for the updating and documenting of business requirements, functional design, their review & approval and also the review/approval of technical specifications in conjunction with relevant members of programme team and stakeholders throughout the programme delivery lifecycle;

- Facilitate workshops, working groups and design activities during all phases of the SIS Implementation;
- Document and modelling of "As Is" and "To Be" processes with stakeholders, adhering to a best practice approach with a focus on identifying issues and opportunities for improvement;
- Apply knowledge and skills of process mapping and business process re-engineering to map comprehensively at all levels the agreed outcome of process review workshops;
- Document and prepare full procedures and present new process documents (maps & procedures) 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 the processes and associated procedures in keeping with best practice standards;
- Provide assistance to the testing function and provide feedback on the effectiveness of re-designed processes following testing;
- Possess or acquire expert 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 business 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 risk areas, work with stakeholders to develop appropriate solutions/mitigating responses and escalate where appropriate;
- Keep informed of business, technical and industry developments, evolving practices and trends in relation to Student Information Systems;
- Play an active role in representing 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.

Candidate Requirements

Essential:

- 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;
- 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 deadline;

Desirable:

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

Mandatory Training

The post holder will be required to undertake the following mandatory compliance training: GDPR and Compliance. Other training may need to be undertaken.