Senior Business Analyst (2 posts)
Student Information Systems Programme
Office of Vice-president Academic Affairs (Registrar)
2 Year Fixed-Term contract

Dublin City University www.dcu.ie is a young, ambitious and vibrant University, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education. DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

Student Information Systems
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 SIS project is being mobilised in the Office of the Vice-President Academic Affairs to deliver this transformational change.

Role Overview
Working as part of the SIS Programme Team and reporting to the Design & Configuration Lead, the Senior Business Analysts 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 functional design and configuration of the new SIS.

Duties and Responsibilities:

- Identify and lead on opportunities for business integration, business process automation, increased efficiency and innovation, as the SIS Programme moves through each "To Be" phase of implementation.
- Lead workshops, working groups and design activities during all phases of the SIS Implementation.
- Assume responsibility for the gathering, maintenance and documenting of business requirements, functional design, their review/approval and the review/approval of technical specifications in conjunction with relevant members of the programme 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.
- Act as a subject matter expert, transfer knowledge to others and provide advice to relevant stakeholders on the business solution.
- Provide leadership for business analysts on the SIS programme, developing and maintaining standards, ensuring the quality of team deliverables.
- Supports the SIS Design Fora:
    - in maintaining oversight of End to End design (Process, Functional and Technical)
    - by co-ordinating and reviewing inputs and contributing to design decisions
    - Assessing the impact of project change requests on requirements and end to end solution design.
- Play a key role in the management of the analysis and troubleshooting of problems relating to the solution with the functional and technical teams by contributing to the priorities for problem resolution, monitoring progress, and applying the appropriate escalation procedures.
- 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.
- Support programme and project planning, mobilisation and execution across multiple phases.
- Provide support and input to the testing plan and activities.
- Proactively identify risk areas, work with stakeholders to develop appropriate solutions/mitigating responses and escalate where appropriate.
- Liaise closely with Project Managers on the delivery and quality of Business Analysis artefacts.
- 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 Design & Configuration Delivery Stream Lead, or nominee.

Applicant Requirements

Essential

- Applicants must possess a primary degree or equivalent (NFQ level 7), preferably in Information Technology, Computer Science or other relevant field.
- Minimum of 5 years' relevant experience which should include experience in the specification, procurement and implementation of business solutions, ideally, in a third level environment.
- The ability to lead and motivate colleagues, to exercise influence and judgement, and to challenge positively while working collaboratively with a variety of stakeholders at multiple levels is essential.

- A proven track record working on complex projects/business solution implementation preferably in a third level environment.
- A demonstrable aptitude for process and solution.
- 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).
- 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.

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