



Applications are invited from suitably qualified candidates for the following position:

Senior Business Analyst, Academic Systems (Administrator I)
Office of the Vice President Academic Affairs (Registrar)
2 Year Fixed Term Contract

Dublin City University www.dcu.ie is a young, dynamic and ambitious university with a distinctive mission to transform lives and societies through education, research and innovation. We are a research-intensive, globally-engaged institution, distinguished by both the quality and impact of our graduates, and focus on the translation of knowledge into societal and economic benefit. Excellence in education and research activities has led to DCU's consistent presence in the rankings of the world's top young universities.

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.

Academic Systems Unit

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

See job description for list of main duties and responsibilities.

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, which should ideally include 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.

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
- An understanding of the software development lifecycle, and an appreciation of enterprise architecture
- An understanding of academic or other complex administrative processes and related supporting technology
- Excellent interpersonal and communications skills (written and oral).

Essential 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 ***€54,500 - €77,637**

**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: 10 December 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 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 with your completed application form 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 #ST1597 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](#).