Job Description

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

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 responsible, 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 responsible, 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 support 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 responsible 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, 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.