

UNIVERSITY OF SUSSEX

1 Advertisement

Post Title: Business Analyst

School/department: IT Services

Hours: full time or part time hours considered up to a maximum of 1 FTE. Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Permanent

Reference: 2228

Salary: starting at £33,797 and rising to £40,322 per annum. It is normal to appoint at the first point of the salary scale.

Closing date: 18 October 2019

Expected Interview date: 30 October 2019

Expected start date: 1 December 2019

We are looking for an enthusiastic and experienced Business Analyst to join our IT Services. This is an exciting and transformational time within IT Services as the university is engaged in replacing and redeveloping its major business support systems. You will be part of a new team central in driving this process forward.

Your main responsibility will be to gather information from stakeholders using a range of elicitation techniques. You will document As-Is and To-Be business processes to identify issues and understand potential gains; provide gap analysis and create a business case for change, including how benefits can be realised.

You will be able to understand business change requirements and address stakeholder concerns whilst being able to constructively challenge inefficient ways of working to deliver process improvements.

You will have strong skills as an effective communicator and will be able to establish excellent working relationships with our customers.

You will have an understanding of technical principals and be able to work closely with the applications and testing teams to ensure that business requirements are met.

The role requires a highly-motivated and organised individual who has proven experience of working to deadlines. You will enjoy working as part of a team as well as be comfortable working independently.

For full details and how to apply see our [vacancies page](#)

The University of Sussex is committed to equality of opportunity

2. The School / Division

IT Services delivers a wide range of central and specialist technology and information services to users across our campus and beyond. We have 4 main teams delivering these services through a developing service management delivery model:

Technology and Architecture, ensuring our technologies, policies and standards are secure, up to date and that plans to replace, upgrade and improve our technologies and systems are aligned and prioritised around the University's strategic plans and objectives.

Operations and Research, working across the research, teaching, professional services and student communities to create strategies and plans, ensuring outstanding service provision across the day-to-day operational activity of ITS.

Projects and Programme Delivery provides management and delivery of projects and major change programmes, and provides assurance through a central IT Project Management Office (PMO).

Business Relations, transforming the relationship between ITS and its stakeholders helping meet its ambition of being a globally recognised leader in the use of digital technologies in education, research, student services and university administration.

3. Job Description

Department	Information Technology Services
Section / Unit / School	Business Relations
Location	Information and Technology Services Building
Grade	7
Responsible to	Senior BA
Responsible for	n/a

Purpose of the post:

To analyse, optimise and document the AS-IS and TO-BE business processes, for new and changed business information systems. To undertake and manage the pre-project stage work which includes the preparation of business cases, requirements specifications, user stories and estimates. To be responsible for delivery of a documented solution that fully meets business requirements.

Key Responsibilities:

1.	To work with stakeholders to prepare business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks. To facilitate scoping and business priority setting for change initiatives of small to medium size and complexity.
2.	To work with the business using a variety of elicitation techniques to define, validate and document requirements for new and amended IT systems ensuring traceability back to source and assuring adherence to business objectives and consistency, challenging positively as appropriate.
3.	Assist the business stakeholders to identify new and improved approaches to performing business activities through the adoption of new business processes facilitated by systems automation.
4.	To obtain formal agreement by the stakeholders regarding the scope of the requirements and to establish a baseline to which delivery of a solution can commence and to manage any requests for changes to that baseline.
5.	Use analytical and communication skills to bring order to complex situations, whilst maintaining a focus on business objectives. Recognise barriers to success and tackle them effectively.
6.	Provide expertise and assist the business in the identification of acceptance criteria for new initiatives. Document and understand the realisation of potential business benefits.
7.	To liaise with the architecture and Applications teams in their production of a technical solution and designs,
8.	To provide the link between the business stakeholders, applications team and any third party regarding software functionality, throughout the project lifecycle.
9.	Document and disseminate both technical and business information and facilitate business change processes and the planning and implementation of change.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

4. Person Specification for the post of Business Analyst

KNOWLEDGE and SKILL	Essential	Desirable
Demonstrable expert skill of the techniques for business analysis	<input checked="" type="radio"/>	<input type="radio"/>
Demonstrable understanding of database technologies and methods	<input checked="" type="radio"/>	<input type="radio"/>
An empathy with the needs of users, a desire to meet their business requirements and the ability to communicate clearly with users.	<input checked="" type="radio"/>	<input type="radio"/>
A proactive approach to problem solving	<input checked="" type="radio"/>	<input type="radio"/>
Ability to work under own initiative	<input checked="" type="radio"/>	<input type="radio"/>
Ability to cope with multiple assignments and projects simultaneously in a high pressured environment	<input checked="" type="radio"/>	<input type="radio"/>
Excellent inter-personal and communication skills	<input checked="" type="radio"/>	<input type="radio"/>
Ability to appreciate the potential benefits and improvements afforded to business processes by the application of technical solution	<input checked="" type="radio"/>	<input type="radio"/>
Good knowledge of University business procedures and terminology	<input type="radio"/>	<input checked="" type="radio"/>
An understanding of the Data Protection Act and other legislation	<input type="radio"/>	<input checked="" type="radio"/>

EDUCATION and EXPERIENCE	Essential	Desirable
Experience of working in a complex business environment in a similar role	<input checked="" type="radio"/>	<input type="radio"/>
Experience of working as a member of a team and willingness to provide assistance wherever it is needed	<input checked="" type="radio"/>	<input type="radio"/>
Experience of working in a customer facing role	<input checked="" type="radio"/>	<input type="radio"/>
Experience of working with databases, and of extracting and using data from them	<input checked="" type="radio"/>	<input type="radio"/>
Educated to degree level	<input type="radio"/>	<input checked="" type="radio"/>

PERSONAL ATTRIBUTES and CIRCUMSTANCES	Essential	Desirable
Ability to develop and maintain effective working relationships within and outside the team	<input checked="" type="radio"/>	<input type="radio"/>
Sensitivity, tact and diplomacy with the ability to remain calm in difficult situations and when under pressure	<input checked="" type="radio"/>	<input type="radio"/>
Ability to acquire new skills and eagerness to learn	<input checked="" type="radio"/>	<input type="radio"/>