

## 1 Advertisement

**Post Title: Software Analyst**

**School/department:** ITS

**Hours:** full time or part time hours considered up to a maximum of 36.5 hours

Requests for flexible working options will be considered (subject to business need).

**Contract:** permanent

**Reference:** 7823

**Salary:** starting at £32,411 to £36,333 per annum, pro rata if part time

**Placed on:** 21 March 2023

**Closing date:** 13 April 2023. Applications must be received by midnight of the closing date.

**Expected interview date:** To be confirmed.

**Expected start date:** As soon as possible.

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to an agile world and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

The Core Apps team provides IT services and capabilities that play a critical role in the delivery of our ERP systems across the University's Schools and Divisions.

The Software Analyst (Core Apps) plays a pro-active role within the team to identify, estimate, articulate and build new or enhanced features and capabilities for the products and services within the scope of the platform, focused on activities that deliver the highest business and customer impact.

Please contact Michelle Richardson on [michelle.richardson@sussex.ac.uk](mailto:michelle.richardson@sussex.ac.uk) for informal enquiries.

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

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## 2. The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives. Prior to joining Sussex he undertook similar advancements at the Science Museum Group and the Royal Opera House, where he built sector-leading teams and delivered a large-scale transformation agendas resulting in step-changes in organisational culture.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The **Digital Engagement** team are primary changes agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The **Strategy and Architecture** team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The **Infrastructure** team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The **Operations** team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications and support our communities to ensure outstanding service provision across the operational activity of IT Services.

### 3. Job Description

**Post title:** Software Analyst (Platforms)  
**Professional Services unit:** IT Services  
**Location:** Shawcross, University of Sussex  
**Grade:** 6  
**Responsible to:** Platform Owner (Core Apps)  
**Direct Reports:** None

#### Role Description

The [Platform Name] team provides IT services and capabilities that play a critical role in the delivery of [Platform Descriptor] across the University's Schools and Divisions.

The Software Analyst [Platform Name] plays a pro-active role within the team to identify, estimate, articulate and build new or enhanced features and capabilities for the products and services within the scope of the platform, focussed on activities that deliver the highest business and customer impact.

#### Principal Accountabilities

1	Carry out analysis, reporting and other business support activities that contribute to the achievement of departmental priorities and goals.
2	Contribute to the development of a strong data and evidence led approach to decision making by providing robust and insightful data on agreed performance indicators.
3	Help to standardise the use of metrics and analytics across the department and to provide advice to colleagues, with the aim of establishing best practice around the use and interpretation of analytics to drive activity.
4	Work as part of the team to maintain a high quality Professional Services department, engendering a culture of continuous improvement.
5	As a member of the team and as directed, ensure the delivery of required outputs, and achievement of other agreed objectives.
6	Ensure compliance with all relevant legislation and University policies.
7	Participate in, or as directed lead, the analysis and resolution of any escalated incidents in line with Service Level Agreements.
8	Accountable to heads/directors/managers of schools, divisions or projects that they may be directly delivering services to.

#### Key Responsibilities

<b>Core Professional Services Responsibilities</b>
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1	<p>1.1 Develop and maintain information systems as required to evaluate, plan, track, monitor and report on departmental activities.</p> <p>1.2 Contribute to the development of management information reporting which provides data on the achievement of identified key performance indicators and drive decisions.</p> <p>1.3 Identify and source additional information as needed to support decision making processes.</p> <p>1.4 Compile and present appropriate standard and adhoc reports for key stakeholders, including narratives to clarify meaning and aid decision making which take into account the needs of the stakeholder group and presents material in the most appropriate way.</p> <p>1.5 To stay up-to-date with current developments in data analysis and be aware of best practice in tools, techniques and trends.</p> <p>1.6 Support colleagues in accessing and interpreting information provided.</p> <p>1.7 Assist with the development of colleagues, providing coaching and development opportunities.</p> <p>1.8 Work collaboratively with team colleagues to understand what their data requirements are and to be able to develop these in the most accessible and user friendly way.</p> <p>1.9 Work collaboratively across other similar roles within the organisation and externally to learn from best practice and to develop consistent approaches.</p> <p>1.10 To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.</p>
<b>Role Specific Responsibilities</b>	
2	As required, work with business stakeholders and ITS Digital Engagement colleagues to develop and document user stories.
3	Participate in sprint planning to determine the team's objectives for the upcoming sprint.
4	Perform work tasks in accordance with the sprint plan to deliver specified outputs and outcomes.
5	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives; ensure the team has a clear understanding of priorities and next steps.
6	Research emerging technologies, prepare reports detailing the costs and benefits of new applications, systems or services. Analyse ways to improve existing functionality, and implement new applications systems or services.
7	Maintain software, system or services roadmaps. Highlight interdependencies and gain resource commitments with relevant stakeholders diaries.
8	Contribute to the creation and delivery of training for applications, systems or services.
9	Support Helpdesk and Software Administrators in resolving user enquiries and support requests.
10	Maintains own up-to-date knowledge of key trends and developments in products and solutions relevant to the scope of the Platform.

### Indicative Performance Criteria

1	Does not have any line management responsibility.
2	Does not have any budgetary responsibility.
3	Does not have any responsibilities for equipment or premises.
4	Responsible for the achievement of targets related to the delivery of software products and service outcomes on time and to required quality standards, where these enable and underpin critical business functions.
5	The post holder reports to the Platform Owner, working under comprehensive direction within a clear framework the post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their Division. The post holder may be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
6	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

## Person Specification

	Essential	Desirable
Good secondary education.	X	
Educated to degree level or equivalent professional experience.		X
Current ITIL certification(s)		X
Knowledge of Agile and Lean practices.		X
Good management skills		X
Effective oral and written communication skills with the ability to present complex ideas and information in a way that can be understood the audience.	X	
Planning and organisational skills,	X	
Good interpersonal skills with the ability to quickly build rapport with colleagues, stakeholders and customers as required.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions	X	
Commitment to customer service excellence.	X	
Demonstrable experience in a range of the applications, products and services within the scope of the platform area. (Productivity and Collaboration, Core Apps, Student and Education, Research)	X	
A flexible approach to working hours. Able to work flexibly to meet the needs of the University.	X	
Experience supporting applications in a second line environment		X
Experience in an ITIL environment with formal Incident, Request and Change processes		X
Experience of windows and Oracle based applications		X
Experience of multiple operating system environments and scripting		X
Experience of backend databases (SQL Server and Oracle)	X	



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	Essential	Desirable
Experience of application architectures such as web services, service-orientated architecture, etc		X
Experience of Microsoft Active Directory systems and structures; group policies etc		X
Experience of varied desktop OS technologies other than Windows, e.g. MAC, Linux		X
Experience of the HE sector		X
Experience working in a service-oriented environment.		X
Knowledge of agile planning tools (e.g. JIRA, Confluence).		X