UNIVERSITY OF SUSSEX

1 Advertisement

Post Title: Business Analyst
School/department: IT Services
Hours: Full time
Contract: Fixed Term for 18 Months
Reference: 1683
Salary: starting at £32,004 and rising to £38,183 per annum.
Closing date: 26 April 2017. Applications must be received by midnight of the closing date.
Expected Interview date: Early May 2017
Expected start date: 1 June 2017

We are seeking an enthusiastic and experienced Business Analyst to work within the Applications team in IT Services.

This is an exciting and transformational time for the Applications team within IT Services as the university is engaged in replacing and redeveloping its major business support systems.

The role holder will be required to work on projects delivering process change and/or system development for our existing bespoke business applications as well as new COTS solutions.

The role holder will be able to:
• Establish excellent working relationships with our customers.
• Demonstrate your skills as an effective communicator.
• Establish and understand business change requirements and suggest process improvements.
• Gather, analyse and map business processes.
• Produce detailed specifications for the Developers / Applications Analysts.

About you:
• Qualified to degree level or equivalent.
• Ideally have experience of working in the HE sector.
• Highly motivated with strong organisational skills.
• Proven experience of working to deadlines.
• Enjoy working as part of a team, but will also comfortable working independently.
• Able to understand technical principals and contribute to the testing of IT solutions and the production of test scripts.

For full details and how to apply see our vacancies page

The University of Sussex is committed to equality of opportunity
2. **Senior leadership and management**

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Registrar and Secretary, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. **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 7 main teams delivering these services through a developing service management delivery model.

**The Technology and Architecture office** ensure 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.

**Technical Operations**, which runs the campus network and servers connected to it, designs the software environments installed on our staff and student workstations, provides third line support for users, and support for IT staff across campus.

**IT Service Delivery** provides service centre, desktop and teaching systems support, research support and IT training needs of our users and, in some cases, provides second line support for the users of our workstations.

**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).

**IT Applications** designs, deploys, and supports the University’s business and teaching information systems including Student Management, HR, Finance, VLE.
Business Planning and Support Services is a newly created team that will support IT Services to enable and improve the services we provide in more efficient and effective ways. Coordinating the business plan for IT Services, and working with and alongside other functional managers, it ensures ITS both design and deliver the best services possible for the University.

Business Relationship Management ensures our stakeholders’ and users’ requirements are heard and understood to enable IT Services to prioritise initiatives and services around University plans and objectives. In addition to providing alignment, advice and guidance to how IT Services can best support academic, research and professional services.

4. Job Description

Department Information Technology Services

Section / Unit / School IT Applications

Location Information and Technology Services Building

Grade 7

Responsible to Testing and Environments Manager

Responsible for n/a

Purpose of the post:

To analyse, document and propose solutions for new and changed business information systems. To prepare business cases, requirements specifications, estimates, test plans, user guides. To be responsible for delivery of a documented, tested solution that fully meets business requirements.

Key Responsibilities:

1. To work with the business users to elicit, 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. 30%

2. 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. 10%

3. 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. 20%
4. To review requirements and specifications and define system test plans creating and running test cases and test scripts that map back to requirements, recording and reporting outcomes of testing. 10%

5. To liaise with the development team in their production of a technical design, to co-ordinate the production of estimates for developing solutions and to track the progress of development. 10%

6. To provide the link between the business stakeholders, development team and any third party regarding software functionality, throughout the development lifecycle. 5%

7. To provide day to day management of change requests in relation to the project plans or work plan to ensure agreed deadlines are met. 5%

8. To support business users by providing user guides for new and amended systems, planning and delivering user training for new and amended systems, providing assistance with user testing and in the production of management information. 5%

9. To assist the Problem Analyst where necessary in providing second line support on the IT Applications helpdesk. To take appropriate action to investigate problems and incidents with systems and services, ensuring that they are fully documented within the relevant reporting system and coordinating the implementation of agreed remedies and preventative measures. 5%

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.

Date 6th September 2011

5. Person Specification for the post of Business Analyst

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<tr>
<th>KNOWLEDGE and SKILL</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Demonstrable expert skill of the techniques for business analysis</td>
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<td>Demonstrable understanding of database technologies and methods</td>
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<td>Ability to create and run test scripts against changes to business systems and bug fixes</td>
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<td>An empathy with the needs of users, a desire to meet their business requirements and the ability to communicate clearly with users</td>
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<td>A proactive approach to problem solving</td>
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<td>Ability to work under own initiative</td>
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<td>Ability to cope with multiple assignments and projects simultaneously in a high pressured environment</td>
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<td>Excellent inter-personal and communication skills</td>
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<td>Ability to appreciate the potential benefits and improvements afforded to business processes by the application of technical solutions</td>
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<td>Good knowledge of University business procedures and terminology</td>
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<td>An understanding of the Data Protection Act and other legislation</td>
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<th><strong>EDUCATION and EXPERIENCE</strong></th>
<th>Essential</th>
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<tr>
<td>Experience of working in a complex business environment in a similar role</td>
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<td>Experience of working as a member of a team and willingness to provide assistance wherever it is needed</td>
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<td>Experience of working in a customer facing role</td>
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<td>Experience of working with databases, and of extracting and using data from them</td>
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<td>Educated to degree level</td>
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<th><strong>PERSONAL ATTRIBUTES and CIRCUMSTANCES</strong></th>
<th>Essential</th>
<th>Desirable</th>
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<td>Sensitivity, tact and diplomacy with the ability to remain calm in difficult situations and when under pressure</td>
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<td>Ability to develop and maintain effective working relationships within and outside the team</td>
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<td>Ability to acquire new skills and eagerness to learn</td>
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