Job Description – Business Systems Analyst

About the role
The Learning Systems and Services team within the IT department, develop and support the systems that deliver the University’s teaching to our students. As a Business Systems Analyst within this team, you will work with colleagues in the rest of the University and with development teams within IT to help to establish requirements and to deliver new solutions and support existing systems.

Key responsibilities

• To be responsible for the analysis and documentation of business processes and requirements and to assess their value, efficiency and effectiveness in meeting overall University objectives.
• To analyse, propose and qualify the costs and benefits of process and system improvements in terms of staff, cash and other resources.
• To work with business relationship managers, project managers, architects, developers and testers to assess how technology could be deployed to meet business requirements.
• To be responsible for providing high level and detailed system requirements for IT solutions and to support their development, implementation and eventual use.
• To continually seek to improve existing systems and processes.
• To provide reports, both oral and written, on the above activities and on work progress.
• To facilitate workshops and to work with stakeholders at all levels of the business. This might include giving presentations.
• To keep abreast of both business and IT developments within the University and the sector.
• To ensure that all work follows appropriate standards and conforms to agreed quality plans, and to identify improvements to standards and processes.
• To keep abreast of best practices in analysis methods and techniques.
• To coach, and, on occasion, supervise more junior or less experienced colleagues within your own area of specialist expertise.
• All staff are expected to:
  • Take a proactive approach to work and to be flexible in order to meet changing demands.
• Ensure that all relevant data protection, information security and data retention policies are adhered to.
• Undertake any other duties which may reasonably be required.
• Demonstrate a strong commitment to the principles and practice of equality and diversity.

Skills and experience

**Essential**

• Degree or equivalent professional qualification, or a demonstrable and proven track record in Business or Systems Analysis.
• Recent practical experience of requirements analysis and detailed system specifications.
• Knowledge and experience of working on IT change projects.
• Experience of working with multiple Business partners to bring about systems or process change.
• Experience across the full Software Development Lifecycle (SDLC).
• Proven knowledge of techniques for requirements definition and process analysis.
• Broad knowledge of key IT capabilities and developments, and how they can be deployed for business advantage.
• Theory and practice of quality control across all deliverables in the software development lifecycle.
• Positive and proactive in adding value in all areas of work.
• Able to quickly understand business issues and problems and take a logical problem-solving approach to their resolution.
• Influencing and negotiation skills to resolve conflicts between stakeholders at all levels of the organisation.
• Effective verbal and written communication.
• Flexibility and willingness to learn new skills, to innovate and to try new approaches.
• Awareness of the value and costs of all work with the consequent ability to prioritise.

**Desirable**

• Experience of working in an agile development environment.
• Experience in logical data modelling.
• Experience of supporting operational applications.
• Recent practical experience of working with business users on business change projects in a medium/large organisation.
• Experience of system testing and non-functional testing.
• Experience of working with systems from SAP SE – especially S/4HANA.