Job Description – Business Management Technical Analyst

About the Role

The Business Management team is a recently developed team that acts as a core enabling function, sitting at the heart of the Business Development Unit (BDU). Working in a fast-changing environment the Business Management team cover a broad range of activities to support the shaping and delivery of key business objectives.

The Business Management Team are responsible for supporting the BDU across the following key areas;

- through the generation of research and business insights and analysis to inform and contribute to the Unit’s commercial strategy and business planning process, and,
- the development and maintenance of sustainable operational business models and processes that can be managed within University capabilities
- through the generation, maintenance and analysis of data, creation and development of reports, production of management information and performance indicators and dashboards
- Business systems support, including maintenance, development, customisation and integration of business systems

The Business Management Technical Analyst will work to the Business Management Technical Lead and support the maintenance, development, application and integration of business systems and tools that facilitate analysis and growth of BDU business lines.

The post holder will engage with BDU and University stakeholders to convert business requirements into technical solutions, as well as identifying areas for improvement, based on knowledge of the business areas.

The Technical Analyst will also provide support in key IT related business development projects. This will include the planning and management of tasks, conducting testing and analysis together with the effective handover of projects back to the business.

This opportunity would suit an ambitious candidate with excellent technical capability, but also the ability to communicate effectively with a variety of stakeholders with differing technical abilities and knowledge. The role would also be suited to an individual who is interested in developing knowledge of the dynamics of the UK and International Higher Education sector, as well as an understanding of the Open University’s business lines, value proposition and commercial strategy.

Key Responsibilities

- To support the maintenance, development, application and embedding of the business systems, tools, applications and servers, to provide the Unit with an integrated and customer-centric operational management platform that supports the analysis, development and growth of each of the BDU’s business lines.
- To manage implementation of technical solutions to support BDU business needs.
- To support the Technical Lead in implementing changes within the Unit as part of a University-wide systems replacements programme. Ensure integration with technical infrastructure of the wider University.
• Provide technical solutions to support development and improvement of analytical tools and best practice methodologies to support data and business performance analysis in a commercial context.

• Implement technical improvements that deliver business efficiencies and automation to improve business processes

• To maintain the Unit’s compliance with the legal requirements of the Data Protection and Freedom of Information Acts and to manage the contracts and licence agreements with third-party suppliers.

• To manage ad hoc requests for technical support within the Unit.

• Cultivate and manage successful relationships within the University (e.g. BDU business lines, faculties, project teams) as well as with external organisations and other stakeholders.

Skills and Experience

• Experience of supporting and maintaining business systems, tools, servers and applications

• Experience of working in a dynamic environment taking initiative to develop and implement improvements from inception to delivery

• Working with multiple stakeholders in a collaborative environment to interpret requirements, develop changes, test and assess prior to implementation ensuring business requirements are met

• Knowledge and experience of web systems development using technologies such as HTML, VBScript, Javascript and ASP/ASP.Net

• Knowledge, understanding and application of data Extraction, Transformation and Load

• Advanced Excel skills and experience working with large and complex datasets

• Knowledge and experience of the application of a range of tools and systems, i.e. SAS (Enterprise Guide), Tableau, Salesforce, Maytas, Pardot, SAS Data Integration (DI) Studio, SAS Visual Analytics, Microsoft data tools, azure data tools, Power BI (or other similar systems)

• Experience of working in Higher Education sector or sector-related knowledge