Senior System Analyst

ROLE DESCRIPTION

GRADE
Grade 5

LOCATION
Sighthill, Craiglockhart, Merchiston, Edinburgh

LINE MANAGER
Academic & Student Lifecycle Manager

ROLE SUMMARY

The Senior System Analyst will be part of a team, helping to achieve our strategic ambitions by delivering high quality customer focused solutions, improved services to staff and students across the University and to support the delivery of our standard functional operations and project deliverables.

This post will support the maintenance and development of some of the university's core student systems which underpin the business processes associated with the student lifecycle from application to graduation. We are looking for a talented Analyst with strong technical knowledge who has experience of Higher Education systems, such as Student Records systems (Tribal SITS preferably) Client Relationship Management (MS Dynamics) or Timetabling (TechnologyOne) would be advantageous.

This post will also take a leading role in maintaining the quality of data in the student systems managed by the team ensuring that our systems and data comply with statutory, legislative, and regulatory policies.

Line Management Responsibility for:
Although the role carries no direct line management or budgetary responsibilities, the position holder will be expected to lead and manage groups for specific tasks and delivery of projects.

MAIN DUTIES AND RESPONSIBILITIES

- Understand the requirements of the business to design and build appropriate solutions (including interfaces and workflows) that optimise the scope of the student record ensuring that, where possible, processes are simplified and consistent across the organisation and effectively support all end-user communities

- Support the use and integration of the corporate student systems within academic and central support departments.

- Expertise in creating process models of business activities and analysing their performance as as-is and to-be models.

- Develop and maintain an expert knowledge of the student-related systems managed by the team, how they support the associated business processes and how they relate to other university systems.

- Experience of gathering and documenting business and functional user stories requirements.

- Experience in successfully leading workshops and/or interviews with key business stakeholders and end-users. Establish and maintain effective relationships with all stakeholder groups to understand and document the complex, interdependent and wide-ranging business needs of the University.

- Experience of facilitating change in business units and providing them with the information needed to optimise the change of processes, skills, and roles within affected business units. Establish and maintain effective relationships with all stakeholder groups to understand and document the complex, interdependent and wide-ranging business needs of the University.

- Knowledge of quality assurance processes and development of test requirements, scenarios and scripts. Coordinate with staff to ensure all developments comply with robust configuration management standards and to facilitate the quality assurance and deployment of solutions (including the creation of test scripts) into the University's production environment.

- Promote collaborative working within the team and across Information Services to help deliver projects and to develop and improve operational processes and procedures.

- Participate fully as a member of the Academic & Student Lifecycle Team, ensuring strong links and good working relationships to ensure that workloads are coordinated, and deadlines are met. Undertake other such duties, at any location, as requested by the Academic & Student Lifecycle Manager or their nominee.

- Support the aims, philosophies, and key objectives of Information Services, and to fully uphold the University code of conduct in terms of values and behaviours.

- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy.

- Proficient working with sensitive and confidential information within the frameworks of the Data Protection Act and other professional guidelines. Be responsible for ensuring that the information

and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g., Data Protection, Information Security and Records Management.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education / Qualifications		
• Degree in related discipline, for example in computing, IT and/or business systems and/or demonstrable equivalent experience.	✔	
• Knowledge of PRINCE2 Practitioner or, ITIL Practitioner, or any recognised repeatable project management methodology.		✔
Skills / Experience		
• Experience of working within Higher Education in the area of student systems development with an understanding of current Higher Education issues and the student lifecycle.	✔	
• Experience of using SITS or similar student record system, including a good understanding of the principles that govern the system.	✔	
• Extensive experience developing/configuring a student records system or equivalent complex information system: e:Vision architecture, SRL, Tasking & Vista Skills.	✔	
• Confident, unbiased and open-minded, able to inform and influence outcomes.	✔	
• Ability to translate understanding of the business process improvement needs into user stories to create effective and innovative business solutions.	✔	
• Experience of gathering and interpreting complex requirements and leading the review and redesign of business processes and supporting systems.	✔	
• The ability to analyse ongoing business processes, create optimisation strategies and predict future requirements and/or problems.	✔	
• Knowledge of best practice in project management and customer service.	✔	

- Experience of timetabling and or customer relationship systems. ✔

- Excellent interpersonal and communication skills, with the ability to work collaboratively with other departments, to influence stakeholders and work closely with them to reach mutually acceptable solutions. ✔

- Excellent problem-solving and analytical skills with the ability to develop holistic solutions to resolve complex problems in a thoughtful and practical manner. ✔

- Ability to demonstrate an impressive record of adding value to large, complex organisations and deep understanding of delivery, projects and best practice in your sphere of excellence. ✔

- Ability to work flexibly and, at times under pressure, to meet deadlines and changing priorities. ✔