



UNIVERSITY OF
LINCOLN

UNIVERSITY OF LINCOLN JOB DESCRIPTION

JOB TITLE	Business Analyst (Identity and Access Management) (Fixed term at 12 months)				
DEPARTMENT	ICT Services				
LOCATION	Brayford Pool				
JOB NUMBER	CS4139	GRADE	7	DATE	March 2018
REPORTS TO	Identity & Access Management (IAM) Manager				

CONTEXT

The ICT Services Department has a headcount of over 70 with a multi-million pound and is responsible for the provision and support of ICT services across all departments and colleges of the University.

The effective and efficient operation of the ICT services is critical to the success and continued operation of the University. Development of new and existing services and systems is required to support the achievement of the University objectives.

ICT Services, on behalf of the University, is introducing an Identity and Access Management solution which will underpin the management of identities of all ICT users and provide the right people with the right access to the systems they need.

JOB PURPOSE

The IAM Business Analyst will provide expert analysis prior to and during the introduction of an Identity and Access Management solution. The work involves reviews, documenting business functions and processes, the information used and the data on which the information is based. Of particular importance is an extensive review of digital identities, the processes leading to their creation, update and deletion, current shortcomings and difficulties, and recommendations for making significant improvements. Of similar importance is establishing a baseline for the roles and access to be used in Role Based Access Control (RBAC).

The IAM Business Analyst will work closely with colleagues throughout ICT Services and the University as a whole. They will be critically aware of the impact of the solution, and the associated processes, across the University, ensuring that the full range of information is available before decisions are taken.

Work will take place in a project context, under the direction of a Project Manager but with the expectation that this role will lead certain elements.

KEY RESPONSIBILITIES

Business Analysis

Manages investigation work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change that enables the university to achieve its goals.

Directs and monitors the use of required modelling and analysis tools, methods and standards, giving special consideration to business perspectives.

Conducts investigations at a high level for strategy studies, business requirements specifications and feasibility studies. The role will define the requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits.

Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.

Leads on the available standards, methods, tools and applications relevant to own specialism and provide support and guidance to other team members in utilising these skills.

Benefits Management

Identifies specific measures and mechanisms by which benefits can be measured, and plans to activate these mechanisms at the required time.

Monitors benefits against what was predicted in the business case and ensures that all participants are informed and involved throughout the change programme and fully prepared to exploit the new operational business environment once it is in place.

Supports senior management to ensure that all plans, and deliverables are aligned to the expected benefits and leads activities required in the realisation of the benefits of each part of the change project/programme.

Business Process Improvement

Takes the lead in analysis of business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches.

Contributes to evaluating the factors which must be addressed within programmes of work.

Leads in establishing requirements for the implementation of changes in the business process.

Business Process Testing

Designs and manages tests of new/updated processes.

Manages selection/creation of relevant scenarios for testing and ensures that tests reflect realistic operational business conditions.

Provides specialist guidance and advice to less experienced colleagues and users to ensure that tests are conducted in an appropriate manner.

Evaluate and make recommendations/decisions on technical options as appropriate. Actively contributing to UL's technical strategies.

Participates in the implementation of the ICT infrastructure, including standards, methods, guidelines, techniques, tools and control structures.

Project Management

Regularly takes responsibility for the successful completion of minor projects of work, establishing and maintaining the correct structures to control and monitor the deliverables to the business.

Ensures that comprehensive project, quality, and risk plans for projects of a complex nature are prepared and maintained. Monitors and controls team performance against plans.

Exceed customer and corporate expectations and project acceptance criteria in respect of delivery to timescales, budget and being fit for purpose.

Attends internal and external committees or working groups as an active participant.

Communication

Negotiate and influence key stakeholders in regards to operational change that will significantly impact on the way services are delivered.

Report and escalate in an appropriate and timely fashion to both the customer, line management and all service suppliers and initiate timely, corrective action where required.

Taking complex written work requiring interpretation and explanation and communicating to a wide range of audiences.

Staff Supervision

Supervision of colleagues undertaking activities in relation to requirements gathering or business process documentation.

Monitors productivity and quality of work, of the team members, taking any necessary action to ensure adherence to standards.

Achieve results through management of project teams which may comprise business resource as well as third party supplier resource.

Relationship Management

Co-ordinates relationships with and between key stakeholders during the design, management and implementation of business change.

Develops and manages one or more defined communication channels and/or stakeholder groups, proactively seeking to identify potential benefits, and assisting in the creation of project proposals and business cases.

Creates, identifies and responds to opportunities for suggesting products and services to the customer department/colleges, liaising with those colleagues in ICT services. Promotes products and services at a high level, both internally and externally. Encourages the development of new products to meet future needs.

Identity and Access Management

Clarifies requirements, designs processes for and tests identity and access related systems and solutions.

Ensures identity and access management processes are aligned to Data Protection, Data Loss Prevention, Information Security and Data Access Management Policies.

Recommends and establishes the processes of granting authorised users the right to use a service, while restricting access to non-authorised users or managing changes to jobs or roles.

Strives to establish a single source of truth for each type of identity data, including staff, students and affiliates, and adheres to the University's principles of Master Data.

Recommends and establishes the processes and practises of maintaining a single identity per person.

Facilitates and advises on the definition of access rights and privileges.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

Identity & Access Management is the execution of both Access availability and user security management (Authentication). The role will be expected to fulfil the full range of Business Analyst responsibilities and apply it specifically to IAM, and occasionally outside the project on other initiatives. The post holder will lead and participate in process reviews; ensure that the business requirements are well understood; and help position corporate solutions to support requirements.

Key working relationships/networks

Internal	External
Senior academics and professional support staff in all colleges and departments	IAM Solution supplier(s)
Academic staff (researchers and lecturers)	Suppliers of other IT solutions used by the University
Professional services staff at all levels across the University	Contacts at other universities undertaking similar initiatives
IAM Developer	
Business Analyst	
Project Managers	
Programme Managers	
Systems Architects	
ICT Services colleagues	
Nominated key stakeholders from across the University	
Various committees as required	



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UNIVERSITY OF LINCOLN PERSON SPECIFICATION

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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
BCS Practitioner level certification in Business Analysis or equivalent, or commensurate experience	E	A
Higher education degree or commensurate experience	D	A
PRINCE2 Foundation or commensurate experience	D	A
Membership of a relevant professional body	D	A
Experience:		
Relevant experience in either system or business analysis role	E	A I P
Demonstrable experience in using business analysis techniques	E	A I P
Able to evaluate options, balance competing pressures and produce required results on time	E	A I P
Business case development with associated benefits realisation	E	A I P
Experience in using BPMN standard to model business process	D	A I
Previous experience within the HE sector and systems knowledge	D	A
Project management experience	E	A
Experience of implementing identity and/or access management solutions	E	A
Skills and Knowledge:		
Excellent analysis and problem solving skills	E	A I P
Strong communications skills, ability to work in a team, excellent interpersonal skills	E	A I
Proven information gathering and interviewing skills	E	A
Excellent time management and priority setting	E	A I
Can facilitate the analysis of business processes, and	E	A I

articulate potential changes to business processes in a lucid and cogent manner, both orally and in writing.		
Good understanding of identity and security management	D	A
Understanding of requirements and drivers for Identity & Access Management and Role Based Access Control	D	A
Competencies and Personal Attributes:		
Able to make clear and well organised presentations to mixed-level audiences	E	I P
Able to chair meetings and groups to make decisions and solve problems	D	A I
Able to use personal influence to resolve conflict and move forward	E	A I
Delegating tasks, responsibilities and authorities effectively	D	A I
Business Requirements:		
Able to travel to other campuses, and other locations in the UK, on occasion	E	A

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	AH	HRBP	CW
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