



**UNIVERSITY OF LINCOLN
JOB DESCRIPTION**

JOB TITLE	Business Analyst				
DEPARTMENT	ICT				
LOCATION	Lincoln Campuses				
JOB NUMBER	CS4148	GRADE	6	DATE	October 2022
REPORTS TO	Enterprise Architect				

CONTEXT

The ICT Department has a headcount of 75 with an operational budget of approximately £6m and is responsible for the provision and support of ICT services across all departments and colleges of the University.

The University strategy describes an ambition that over the next five years the University of Lincoln will become a thought leader for 21st Century higher education. It will grow and enhance the wider student experience, trial and adapt new approaches to teaching. It will develop its approach to research through collaboration both within and beyond the University to create impactful research partnerships. The intention of the University's five-year plan is to experiment, innovate and explore new ways of working together so that by 2021 the University will be renowned for its innovation and leadership in higher education practice globally.

The University is now extremely reliant on digital services and tools in every area. The ICT strategy has created an approach to the development and delivery of digital services that removes the constraints previously placed upon the growth and development 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.

JOB PURPOSE

The role sits within the PMO & Enterprise Architecture team and its works underpins the whole department strategy. The post holder will work within a team that is responsible for the creation and maintenance of structures such as enterprise and business architectures embodying the key principles, methods and models that describe the organisation's future state, and that enable its evolution.

The team will be responsible for the interpretation of business goals and drivers; the translation of business strategy and objectives into an "operating model"; the strategic assessment of current capabilities; the identification of required changes in capabilities; and the description of inter-relationships.

The investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes, the information used and the data on which the

information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits.

The investigation, evaluation, interpretation and classification of data, in order to define and clarify information structures which describe the relationships between entities. Such structures facilitate the development of software systems and links between systems.

The specification and design of information systems integration to meet defined business needs. The identification of requirements and their translation into implementable design. The retention of compatibility with enterprise and solution architectures, and the adherence to standards. The integration and testing of components and/or subsystems and their interfaces in order to create operational services

Autonomy

Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.

Influence

Influences team and specialist peers internally. Influences customers at account level and suppliers. Has some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. This role is expected to be a role model to others across the department.

Complexity

Performs a broad range of complex technical or professional work activities, in a variety of contexts. Investigates, defines and resolves complex problems.

Business Skills

Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Communicates fluently orally and in writing, and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures. Rapidly absorbs new technical information and applies it effectively. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

KEY RESPONSIBILITIES

APPLICATION SUPPORT & SYSTEM DEVELOPMENT

For all products, services and systems within the area of responsibility:

- Provides detailed personal advice and guidance to all users in the effective use of systems, products and services, investigating moderately complex problem situations to diagnose underlying causes and helping users to recover or continue operation.
- Investigates issues and other application requests for support and ensures that requests are handled according to agreed procedures and determines appropriate actions to take. Uses own judgement to set priority for resolution, monitor progress and apply escalation procedures for incident not progressing satisfactorily.
- Reviews and accepts releases, upgrades and fixes available for system and identifies those which merit action. In consultation with users, demonstrates all features, install plans and commissions' systems, products and services and their upgrades.
- Contributes to the establishment and maintenance of the University's ICT standards, methods and procedures. Ensures all work is carried out and documented in accordance with these standards, methods and procedures.
- Provides advice and guidance to less experienced colleagues where required and responds to wide-ranging and detailed questioning in own area(s) of specialisation.
- Monitors systems for which responsible by regular review in accordance to published service level agreements. Notes problems and identifies performance trends. Takes corrective action to improve performance and to avoid problems arising.

DESIGN & DOCUMENTATION

Takes a leading role and responsibility for the below areas:

- Provides expert technical knowledge in the configuration of software, other system components and equipment for the systems testing of platform specific versions of software products.
- Obtains formal agreement by stakeholders to scope and requirements and establishes a base-line on which delivery of a solution can commence. Reviews proposed benefits and risks in the new/redesigned processes, confirms the acceptance criteria for these processes, and ensures that they are properly documented in the business justification.
- Designs and develops systems to enhance or customise system software to satisfy business objectives and tailors system software to ensure maximum efficiency. Prepares software implementation procedures with fall back contingency plans. Ensures that new versions of system software are properly installed and thoroughly tested.
- Specifies and develops test scenarios to test that new/redesigned processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits.
- Records work with appropriate documentation, meeting the required standards and uses suitable methods and tools.
- Provides guidance and assistance to colleagues in any aspect of system design, creation, testing and documentation.

PROJECT MANAGEMENT

Takes responsibility for the execution of small-scale projects covering:

- Defines, documents and safely executes small-scale projects, actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project.

- Working with users, reviews proposed benefits and risks in the new/redesigned processes, confirms the acceptance criteria for these processes, and ensures that they are properly documented in the business justification.
- Estimates costs, timescales and resource requirements for the successful delivery of the project.
- Specifies and develops test scenarios to test that new/redesigned processes deliver improved ways of working for the end user at the same time as delivering efficiencies and planned business benefits.
- Prepares and maintains realistic project schedules plans and tracks all activities against them, providing regular reports to senior management, and users as appropriate.
- Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are captured and actioned. Produces appropriate documentation to support these processes.

SECURITY ADMINISTRATION

- Maintains knowledge and awareness of ICT Security policies & procedures and general data security legislation & regulations; always acting within these.
- Provides advice and handles most enquiries relating to basic information security referring to more senior staff for assistance.
- Operates and administers logical access controls relating to one or more platforms, within defined boundaries, in order to provide continuous and secure access to information services.
- Investigates violation reports and logs for potential security breaches; escalating to the Information Security Manager and ICT management as required.
- For all services and systems within area of responsibility, maintains auditable records and user documentation.

TEAM LEADERSHIP

- Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services, projects and products.

PERSONAL DEVELOPMENT

Develops and maintains knowledge and awareness of specialist technical areas by:

- Reading relevant literature and attending training.
- Meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional bodies.
- Maintains an awareness of current developments in broad technical areas and takes significant responsibility for own personal development.

COMMUNICATION & PERSONAL NETWORKS

- Contributes to user groups, or specialist subject groups on topics involving the technical specialism presenting technically complex concepts in a clear, jargon free, accessible manner.
- Communicates well, both orally and in writing, arranging and facilitating meetings and presents issues and solutions both orally and in writing.
- Promotes the service within the University and creates strong personal relationships with the full range of stakeholders.

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

The post holder will work flexibly, independently of location, in order to deliver on objectives.

Key Working Relationships/Networks

Internal	External
<ul style="list-style-type: none">• ICT Senior Management• ICT teams• College staff (research, academic and administrative)• Professional service staff• Student Union• Students	<ul style="list-style-type: none">• Key Suppliers and Commercial Partners• Other institutions• Sector bodies (UCISA/JISC)• Relevant professional bodies• Represents the University at appropriate forums and makes a positive contribution to relevant sector/industry groups.



**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

UNIVERSITY OF
LINCOLN

JOB TITLE	Business Analyst	JOB NUMBER	CS4148
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Educated to degree level or equivalent experience	E	A,I
Industry qualifications	D	A,I
Membership of relevant professional bodies	D	A,I
Experience:		
Relevant experience in either system or business analysis role	E	A,I
Demonstrable experience in using business analysis models and techniques	E	A,I
Proven record of evaluating options and delivering results within a given timescale	E	A,I
Business Case development with associated benefits realisation	D	A,I
Experience of working within medium sized programmes and projects	D	A,I
Experience of providing sound design solutions to complex issues	D	A,I
Experience of working in a large, challenging multi-site environment	D	A,I
Knowledge of the HE sector	D	A,I
Skills and Knowledge:		
Can facilitate the analysis of business processes, and articulate potential changes to business processes in a lucid and cogent manner, both orally and in writing.	E	A,I
Proven information gathering and interviewing skills	E	A,I
Excellent problem analysis and solving skills	E	I
Excellent written and verbal communication skills	E	A,I
Understanding emerging technology trends	D	I
Broad understanding of ICT disciplines	D	A,I
Project Management skills	D	A,I
Supplier Relationship Skills	D	A,I
Knowledge of service delivery frameworks and methodologies	D	A,I
Competencies and Personal Attributes:		
Credibility and integrity	E	I,R
Positive and open in communication both verbal and written	E	I,R

Initiative and confidence	E	I,R
Analytical in approach to acquiring knowledge and information	E	I,R
Collaborative, able to build working networks	E	I,R
Commitment to service quality whilst adhering to internal procedures	E	I,R

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	MC	HRBA	HDR
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