



## Job Description

<b>Post/Job Title:</b>	<b>Business Systems Analyst</b>
<b>Ref:</b>	<b>284</b>
<b>School/Professional Service:</b>	<b>IT Services</b>
<b>Group/Section:</b>	<b>IT Programmes and Digital Transformation</b>
<b>Normal hours per week:</b>	<b>1 FTE</b> <b>(Some flexibility will be required in order to ensure that key time scales and deadlines are met).</b>
<b>Grade:</b>	<b>7</b>
<b>Accountable to:</b>	<b>Business Systems Analysis Team Manager</b>

### Job Purpose

This role will be responsible for undertaking analysis on projects in order to support the delivery of high quality, fit for purpose solutions that implement Bournemouth University's Vision and Strategic Plans and meet business requirements.

Reporting to the Business Systems Analysis Team Manager, and working as part of the wider IT Services Team, the post holder will primarily focus on leading customer consultancy to gather, shape and define business requirements, applying a firm technical understanding to develop the requirements through analysis into deliverable and appropriate IT solutions.

The post holder will support customers in analysis stages across the project portfolio from concept through to delivery. They will document requirements and promote suitable IT solutions that exploit existing capabilities and propose new solutions in accordance with BU architecture.

Ensure that solutions are designed and delivered to maximise all potential benefits. This will be done by working closely with business representatives to understand their requirements and constraints, and internal / external IT stakeholders and project team members to understand technical opportunities, constraints and best possible solutions.

### Main Responsibilities

1. Understand the technical opportunities coupled with the business needs / issues to shape appropriate solutions.
2. Identify stakeholder requirements and develop requirements specifications, evaluate customer proposals and assist and advise their business analysis, option definition and impact analysis.
3. Establish and maintain effective relationships with senior managers, academics, corporate groups and other stakeholders to understand and document the complex, interdependent and wide-ranging business needs of the University.
4. Work directly with Customers, Suppliers, Project Managers, Analysts and Architects to understand and capture initial business requirements and translate these into technical requirements that will be used to evaluate possible solution routes based on business benefit, architectural fit, value, cost and risk.
5. Plan, arrange and facilitate meetings and workshops for stakeholders and business process owners to develop and explore requirements and needs.

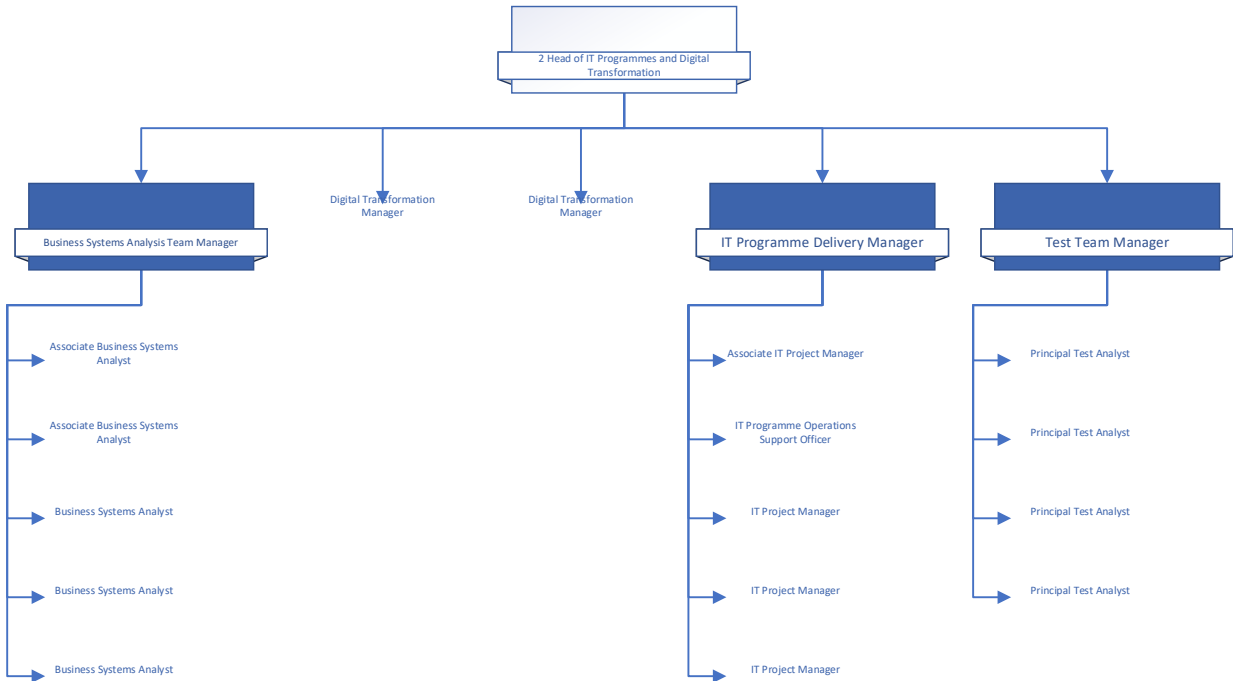
6. Proactively challenge the current environment and recommend changes which support the delivery of the required business benefits to ensure that the business case is robust and aligned to business and IT strategy.
7. Develop a strong understanding of BU IT strategy, architectures, capabilities and domain roadmaps to ensure solution designs are appropriate to BU and its IT strategy.
8. Support and benchmark these recommendations with quantitative and qualitative evidence based on lessons learned internally and from other organisations to ensure recommendations deliver leading edge solutions.
9. Develop and maintain accurate Requirement Specifications to ensure that they meet the needs of all key project stakeholders, including consumers such as Systems Analysts and the Test Team and incorporate service design and information security needs, including recovery, resilience and reliability.
10. Gain acceptance from stakeholders and technical architects for proposed solutions and prototypes.
11. Work with the relevant Programme/ Project Manager and Technical Lead to identify, shape, scope and design work packages and plans, including estimating budgets and benefits and setting target milestones.
12. Work with IT Programme Delivery Manager and Digital Transformation Managers to inform project planning in order to meet all key performance measures, such as timescales, quality metrics, service levels, budgets and resource needs.
13. Take responsibility for co-ordinating the effective delivery of key service documentation, including the planning and management of own and others' activities where appropriate.
14. Liaise with customers and the IT Service Delivery Team for collaborative provision and knowledge transfer, including the development and delivery of learning materials and events.
15. Responsible for the change management of developing requirements to ensure that they are documented and approved.
16. Produce project documentation in line with BU project delivery processes, standard templates and procedures to ensure understanding and alignment.
17. Support and adhere to the governance process and standards for BU Programme Management to ensure projects are delivered to the required levels of consistency and quality.
18. Provide status updates to Project and Programme Managers, and ensure that risks and issues are noted, raised with relevant stakeholders, and managed appropriately.
19. Ensure all Procurement activity is in compliance of the Public Sector Procurement regulations as advised by the BU Procurement and Legal teams.
20. Build a good understanding of new and emergent technologies and how they can support and be assimilated into business processes.
21. Maintain a current knowledge of legislation appropriate to information systems, such as the Data Protection Act and Computer Misuse Act.
22. Any other duties that may be reasonably required.

### **General**

23. Read, understand and follow the Principles, Policies, Processes, and Procedures of IT Services and the university. Be empowered to highlight non-compliance when identified.
24. Ensure that information and cyber security review and remediation is embedded within all IT work delivered to ensure that the university is protected against the ever-evolving cyber threat landscape.

25. Make excellent service experience the key component for all services, ensuring that the IT team are viewed as a trusted member of the university community

**Organisation Chart**



**IT Services Dimensions**

- Over 100 people in IT Services, including established staff, those on fixed term contracts, and contractors.
- Overall ITS budget of approx. £15m per annum
- 40+ projects running at one time
- Supporting 4000+ staff and 20,000+ students
- 4,500 computers
- Over 500 servers
- 1000+ applications

**Contacts Internal and external, including level**

Internal:

- Colleagues at all levels within the organisation, up to and including members of UET

External:

- Students
- Customers
- HE Sector colleagues
- Suppliers

**Challenges**

- Delivering excellent service with finite resources
- Ongoing process and service excellence review

## **Information Governance Responsibilities**

### **Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

## **Additional Information**

NB: The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives, and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan, and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**December 2024**

## Person Specification

Post / Job Title: Business Systems Analyst	Post No: ITS87
Faculty / Service: IT Services	Date: June 2023
<b>SELECTION CRITERIA</b>	<b>Essential /Desirable</b>
<b>Knowledge (including experience and qualifications)</b>	
Substantial experience of business analysis and solution design in a structured environment	Essential
Experience of successful management and change of complex processes and of developing customer relationships	Essential
Experience of exploiting application packages and of supplier liaison	Essential
Considerable experience of creating and implementing new systems and procedures	Essential
Relevant academic qualification or professional training relating to design and systems analysis	Desirable
Appreciation of public procurement legislation and practices.	Desirable
Experience of using management information systems to record and report data and information.	Essential
Experience of eliciting requirements to introduce and improve business processes or systems	Essential
Understanding of IT Service provision in medium to large organisations	Essential
Good awareness of IT related legislation and guidelines e.g. DPA, DDA, Computer Misuse Act	Essential
Knowledge of PRINCE2, other formal project management and ITIL Service Management methodology	Desirable
Awareness and understanding of the activities and developments within Higher Education and/or public sector	Desirable
<b>Skills</b>	
Effective organisation and planning skills with the ability to prioritise workload	Essential
Project/change management experience and skills including working to project timescales	Desirable
Identify, analyse and address problems in order to resolve issues whenever possible in a way that minimises the negative impact on the organisation	Essential
Strong analytical skills; ability to evaluate complex issues often with incomplete information	Essential
Demonstrable ability to be part of and inspire multi-skilled teams	Essential
Excellent verbal and written communication skills, across all levels	Essential
Demonstrable ability to handle a range of activities to tight and varied timescales	Essential
Demonstrable ability to engage and collaborate with staff at a business and technical level	Essential
Proactive customer support	Essential
Ability to research alternative solutions and make recommendations	Essential
Excellent IT skills, including Microsoft Office suite and Microsoft 365	Essential
Excellent interpersonal skills including motivational negotiating, influencing and relationship building (including at a senior level)	Essential
<b>Attributes</b>	
Empathetic	Essential
High attention to detail	Essential
Customer-centric approach	Essential
Innovative	Essential
Empathetic	Essential