

# Business Analyst

## Role brief

<b>Directorate</b>	Strategy & Corporate Services
<b>Base location</b>	Bristol
<b>Grade</b>	C
<b>Job level</b>	16
<b>Job family</b>	Professional Services
<b>Date</b>	May 2017
<b>Reports to</b>	Head of Quality Management & Project Delivery
<b>Responsible for</b>	Business analysis across systems, software, and business processes.

## 1. Background

This post sits within the strategy and corporate services directorate.

We lead Jisc's strategic planning in support of research, learning and teaching, further education and skills and our international priorities. We also analyse data and provides management information to inform our business planning, decision making, risk management and reporting.

We provide support to the Jisc board, managing relationships with core funders and owners and helping our senior managers use their time most efficiently and effectively.

We also help Jisc to operate as a single, conceptual organisation, providing accessible corporate services and functions such as IT, facilities, legal and contracts and people services.

## 2. Purpose and scope

The purpose of this role is to act as a liaison between the business and technical development teams to ensure business requirements are understood and translated into system and process functionality.

The Business Analyst will work with stakeholders from all business units and related third parties to gather and record user requirements for new and existing technology initiatives, as well as changes to processes and systems. They will closely work with the project team to ensure user requirements are understood before and during the development phase.

The post holder will be responsible for engaging with project managers, system owners and business users to ensure processes are defined and documented. Where appropriate these documented processes will be used by the development team to build and deliver solutions so the business analyst will have the ability to turn business requirements into technical processes.

Functionality and process testing may be required in this role, with the business analyst responsible for compiling test scripts and conducting testing where appropriate.

Examples of current initiatives include the implementation of a CRM tool (Salesforce); integration of events and marketing within the CRM; introducing several new business systems such as a Finance ERP and HR & payroll system; and introducing an enterprise data strategy. The business analyst will work with the head of quality management & project delivery to ensure the project teams are supported and the requirements of business users are represented.

The Business Analyst will be a member of the Jisc Group Infrastructure team, and the reporting line will be to the head of quality management & project delivery with direction being taken from the relevant initiative lead.

### 3. Key accountabilities and role outputs

Responsibilities will be expected to be developed and finalised over time and will include but will not be restricted to:

- Work with stakeholders across the business to ensure that user stories are clearly defined, delivered and approved for deployment
- Translate business requirements into detailed system requirements and technical design specifications
- Investigate, model, define and document required business processes
- Carry out requirements analysis for change requests including requirements gathering and participating in workshops to understand project objectives and scope
- To work with other business analysts and members of Group Infrastructure to develop realistic solutions to business requirements, taking into account budgets, timescales and costs
- Support the development of training and implementation material
- Assist in integration and acceptance testing
- Participate in sprint planning where applicable

### 4. Skills, knowledge and experience

	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• Business analyst practitioner qualification or equivalent</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Ability to work with system users to elicit and formally define their requirements</li> <li>• Experience working with process modelling methodologies such as BPMN</li> <li>• Experience of using cloud based applications, for example Salesforce, Office 365 and SharePoint</li> <li>• Ability to adhere to standards, methodologies and good practice in particular ISO9001 and Agile</li> <li>• Exposure to data governance frameworks and protocols</li> <li>• Experience of system testing and creating test scripts</li> </ul>	<ul style="list-style-type: none"> <li>• Experience using agile project management tools such as Pivotal Tracker</li> <li>• Experience working within Scrum or other agile teams</li> <li>• Experience of working with Marketing and Events tools such as Eventsforce</li> <li>• Experience of working in a technology-focused company</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An understanding of data systems and system architecture and a willingness to develop understanding in this area</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of ITIL processes and standards</li> <li>• Experience with Lean methodology and value stream mapping</li> </ul>

<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills – able to liaise with staff at all levels in the organisation</li> <li>• Enthusiastic and motivated personality</li> <li>• Strong analytical and problem solving skills</li> <li>• Ability to work on own initiative within agreed boundaries</li> <li>• Ability to work under pressure and manage conflicting priorities</li> <li>• Be flexible and adaptable, able to work on multiple projects at any one time</li> <li>• Willingness to travel to different Jisc offices and other locations as required by the role</li> </ul>	
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## 5. Key contacts

- Head of quality management & project delivery
- Customer systems manager
- Director group infrastructure
- System owners
- Jisc leadership team members and teams

### Important additional information

The head of quality management & project delivery will discuss all elements of the role brief with the appointee on appointment and after six months, recognising that some elements may need changing.

The above is provided for guidance, is not contractual, and is not an exhaustive list of all accountabilities that the post holder may have.