

Candidate Information

Position: Business Analyst (DevOps) for HR Technology and Data
School/Department: People and Culture
Reference: 23/111024
Closing Date: Monday 3 July 2023
Salary: £36,333 - £43,155 per annum.
Anticipated Interview Date: Wednesday 19 & Thursday 20 July 2023

JOB PURPOSE:

Working with the HR Technology and Analytics Manager to deliver the People and Culture operating model for the University. Working as part of a multi-disciplinary team the post holder will provide technical specialist support in the assessment, development, implementation and support of business systems, technology and processes. The post holder will be responsible for the ongoing development and support of the various P&C related applications including the core HR system, iTrent, QWork and other business systems and the various information and analytics solutions deployed by the Directorate.

MAJOR DUTIES:

1. Use appropriate technologies and applications to define business requirements, business process re-engineering, software evaluation and selection, testing, training users, developing and analysing data and establishment of key performance indicators.
2. Represent P&C requirements in multi-disciplinary project teamwork.
3. Support the ongoing development and maintenance of the various P&C applications through the planning and implementation of changes related to software upgrades, legislative changes or changes to University policy or procedure.
4. Identify, define and agree the systems and technology development targets with senior management and key stakeholders, ensuring targets are aligned with Directorate priorities.
5. Design and deliver specialist IT P&C solutions to ensure high levels of service quality and effectiveness.
6. Contribute to project planning process and implementation strategy including design of system configuration, testing strategies, and system training approaches. Work closely with Information Services to ensure business requirements are clear and solutions are agreeable.
7. Proactively manage process or system issues ensuring appropriate escalation as necessary and/or formal logging through the vendor Help Desks or issue logging channels.
8. Query and manipulate databases to provide extract information; collect, analyse and present reports and results to inform decision making within relevant areas.
9. Provide specialist/professional advice, information and assistance to colleagues and staff to resolve problems and to maximise service quality, efficiency and continuity.
10. Represent the University in external relationships, ensuring consultancy services received are satisfactory. Develop the University reputation with vendors through active contributions to user groups and as a widely respected user and exponent of the systems and processes.
11. Advise senior management on effective utilisation of the P&C technology whilst proactively proposing improvements or enhancements to policies and processes, providing 'As Is' and 'To Be' mapping as applicable.
12. Maintain awareness of internal and external developments that may influence the future development strategies in Human Resources and the Higher Education sector. Keep abreast of legislative requirements that influence the service provided and/or data retained in the system.
13. Work with key users and stakeholders to assess the effectiveness of information provided, identifying and developing new reporting solutions through University tools including Power BI and Business Objects. Act as a key advocate for P&C reporting and its capabilities.

14. Identify solutions that increase the connectivity of P&C systems and information to other departments for the benefit of the wider University and assist with the business case for the implementation of such solutions.

ESSENTIAL CRITERIA:

1. A degree and 2 years' (recent) relevant experience supporting a large core business system and/or developing digital solutions (in a large/complex organisation); OR; 4 years' recent relevant experience supporting a large core business system and/or digital solutions(in a large/complex organisation).
2. Experience of Microsoft suite including advanced use of Excel e.g. Pivot tables for analysis, advanced functions and formulas, data manipulation and reporting.
3. Experience of working in a multi-disciplined team towards a significant goal in the organisation.
4. Experience in producing documentation for a range of stakeholders e.g. Status Reports, Test Plans.
5. Ability to communicate at various levels both internally and externally. The Business Analyst must be able to articulate technical requirements to non-technical parties and vice versa.
6. Strong analytical skills.
7. Approach to work must demonstrate the University Core values.
8. Excellent interpersonal skills, with an ability to establish and maintain effective working relationships in a team environment.

DESIRABLE CRITERIA:

1. Relevant experience in development and support of the HR system, iTrent.
2. Demonstrable awareness of HR processes and requirements and how they interact throughout the HR System.
3. Demonstrable Awareness of project methodologies such as Agile or Waterfall.
4. Awareness of Microsoft 365 suite.
5. Demonstrable ability to remain calm and think innovatively to create solutions against competing priorities and demanding stakeholders.
6. Able to effectively engage with third party software consultants and seek the views of others where appropriate.