UNIVERSITY OF
LEADING
THE WAY
WESTMINSTER⌗

JOB DESCRIPTION   **Ref:**

Note: This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Jobholders should be consulted over any proposed changes to this job description before implementation.

JOB TITLE: **Systems Analyst: Business Systems Operations (BSO)**

REPORTS TO: **Team lead: BSO**

DEPARTMENT: **Information Systems & Support (ISS)**

GRADE: **NG6**

CONTRACT:

PURPOSE

The post holder will develop and maintain a technical and functional appreciation of designated business system(s) with a focus on ISS operations of the University professional enterprise-scale ISS for a direct impact on both the student and colleague experience and operational efficiency of the university through technology enablement.

PRINCIPAL ACCOUNTABILITIES

1. For, primarily Library Services, act as Product Owner, developing and maintaining a technical and functional appreciation of the system(s), and contribute to the support and maintenance of relevant supporting documentation.

2. Perform analysis, design and administrative tasks associated with systems for which you are Product Owner in order to ensure the systems meet the agreed service levels and business requirements.

3. Work closely and collaboratively with colleagues in the Enterprise Systems Operations team and with the counterpart team in Development to ensure customers experience a seamless integration of services across the department

4. Provide expert and responsive support for the systems, working closely with systems and support vendors, and ensuring response and resolution targets are met. Develop and deliver user training packages and provide high quality advice and support to users.

5. Take responsibility for the maintenance, configuration and updating/development, testing and transition into production of agreed systems or subsystems, ensuring that current, tested and security-patched versions are deployed.

6. Undertake configuration, design, programming, scripting and report development tasks to ensure the systems comply with technical standards set within the department. Contribute to and champion the work of the Technical Design Authority to ensure all systems are safe, resilient and accessible.

7. Develop and maintain excellent relationships with systems users at all levels, and act as a key interface point with the Business Relationship Managers. Participate actively in related internal user groups in support of the further development of the systems.

8. Contribute to IS projects, delivering technical expertise and advice within project related teams.

9. Maintain an up-to-date knowledge of appropriate systems and technologies and participate in vendor and sector interest groups and forums in order to be able to contribute to the technical roadmap for the systems within your ownership.

10. Support the Business Systems Operations team to provide an excellent service, and undertake any other duties defined by the Team Lead in conjunction with the post holder, from time to time.

CONTEXT

ISS delivers a comprehensive portfolio of ICT services to the University's user community of ~20,000 students and colleagues across a number of sites in the West End of London and Harrow. The ISS Directorate supports the IT service delivery life-cycle encompassing ICT Developments, ICT Operations, Service Management [including Service Delivery] and Business Transformation all underpinned by Service Management, Business Relationship Management and Business Change Management functions.

The ICT Operations team is composed of three teams: Enterprise Systems Operations (ESO), Business Systems Operations (BSO) and Infrastructure, Data & Telecoms (IDT).

The ESO, BSO and IDT teams are focused on the ongoing day-to-day management and maintenance of the infrastructure, systems and applications that is used to deliver and support services and to operationalise technology enablement to support and enhance the user experience and to deliver the operational excellence and efficiency that underpins this.

The post-holder will play a significant role with "people, processes, technology", in building a successful team to deliver on the strategic roadmap for enterprise systems in supporting the university agenda of digital transformation. This post will report directly to the Team lead: BSO.

The post holder will join us at an exciting and demanding time with accountability for a significant function, building and shaping it to deliver the Universities ambitious objectives. You will engage, challenge and deliver to meet the requirements of our long and short-term plans.

The ICT Operations team will work closely with the ICT Development team who are responsible for optimising the staff and student journey and maximising operational efficiency through the design, development and effective exploitation of enterprise technologies in response to evolving business requirements.

As well as representing the team on matters internally, they will also be expected to represent and promote the University externally with peers at other HE/FE institutions and in the JISC community.

The University business systems cover a range of systems using a mix of in-house provision, externally hosted or in the Cloud based solutions. There are currently two data centers (Central London and Harrow) with real-time replication between both sites for resilience and business continuity.

Some of the main business systems include:

- Student records system
- Event and accommodation management
- Facilities Management
- Blogs
- Finance and HR systems

- Engagement monitoring
- Access control and identity card systems
- Student portal and CRM
- Timetabling
- Research administration (VRE)

- Service desk
- Academic workload allocation model
- Virtual learning environment
- Careers, employability & learning Support

- Personal development planning (PDP)
- Library systems
- Alumni management
- Mobile apps

DIMENSIONS

Staffing: The post holder will not have line management responsibilities but they will be expected to engage with project-related teams, be involved in offering induction, training and day-to-day guidance to other colleagues and in mentoring colleagues in their own areas of knowledge or expertise.

Budgets: The role holder will have no budgetary responsibility.

Hours: The post holder will work 35 hours per week between the service hours of 08:00 and 18:00, the post holder may be required to work evenings and weekends from time to time where project/operational needs demand; this will be agreed by prior arrangement.

Location: All University appointments are made on the understanding that colleagues may be asked to serve at any of the University's sites should the need arise. The post holder must also work in accordance with any agreed service levels.

Professional Development: The University of Westminster is committed to continuous professional development, and the post-holder will be encouraged to participate in professional activities and to develop new skills where necessary.

Health and Safety: The post holder is required to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

PERSON SPECIFICATION

	Essential criteria	Desirable Criteria
Qualifications	Degree level qualification in a relevant subject, or demonstrable and relevant equivalent experience ITIL qualification [minimum Foundation level] PRINCE2 foundation certification or an equivalent project management qualification or equivalent practical experience.	One or more professional industry standard certification such as Microsoft MCSE, MCP, or relevant equivalent industry experience. PRINCE2 practitioner certification or an equivalent project management qualification.
Training and Experience	Practical experience of working with one or more business systems described in the context section of the JD Experience in several of installing, developing, deploying, configuring, supporting, maintaining and managing changes to complex enterprise systems Experience of working in an ITIL-based environment with emphasis on release management, change control and incident management. Experience of contributing to business systems implementation or development projects. Experience of business analysis in support of business systems implementations Experience of specifying, programming, testing and implementing inter-system interfaces Experience of working successfully with internal and external stakeholders at all levels Experience of working within project teams Experience of writing scripts to automate activities Knowledge and understanding of networking and security issues relating to business systems A good understanding of the software development cycle; experience of version control, and continuous integration/continuous delivery. Significant experience in the testing of applications	Knowledge and experience gained from working in a Higher Education environment Experience of implementing packaged software solutions including specification and evaluation of software and dealing with external suppliers. Demonstrable experience of project management and technical leadership. A good understanding of the software development cycle; experience of version control, and continuous integration/continuous delivery. DevOps experience. Specialist experience in one or more backend Web programming (for example PHP, Python), front-end Web programming (JQuery, AngularJS, Bootstrap, CSS, HTML), .NET, Java, relational database, eVision programming, Sharepoint management and coding, Drupal or other CMS' coding, Robotics processing.

Aptitude and abilities	Strong IT/technical skills and aptitude; desire to keep abreast of changes in the market.	
	Customer-oriented and innovative approach to service design and delivery.	
	Effective written and oral communications skills, including report writing and presentation skills.	
	Good influencing and interpersonal skills and the ability to negotiate and broker solutions.	
	Ability to work to set objectives and agreed timescales and work under pressure to tight deadlines	
	Ability to cope with rapid change	
	Positive attitude with initiative and drive.	
	Ability to cope effectively with pressure.	
	Ability to learn quickly.	
	Good problem-solving skills.	
Personal Attributes	Methodical, calm and clear-thinking under pressure	
	Flexibility to work out of hours on occasion to meet user or service expectations	
	Fully committed to creating a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.	
Other	Willingness and flexibility to undertake overnight stays, occasional weekend working as required.	

February 2018