

Role Profile

Role Title:	Business Systems Analyst
Department:	Technology & Transformation
Role Purpose:	The primary purpose of this role is to support the Technology & Transformation Department to deliver the corporate plan by supporting the delivery of the portfolio by working with others to contribute to the success of projects and small changes. Providing specialist system and process knowledge ensuring the effective implementation and development of technologies, and understanding the needs of customers and the suitability of solutions to meet that need, as well as ensuring all system changes are effectively impact assessed, documented and transitioned to business as usual.
Reporting to:	Application Support Manager
Responsible for:	N/A
Checks:	Basic DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Be the system and process experts for technologies used, bringing the technical 'know-how' to the projects and changes you are assigned. • Work with internal customers to understand their needs in depth using a range of techniques to gather information e.g. workshops, show and tells, shadowing etc. Challenge perceived needs to identify true business drivers and requirements. • Provide advice and guidance to colleagues requesting a change; iterating system, financial, governance, process, timescale, architecture, infrastructure, data privacy and information security considerations. • Champion brilliant process design, ensuring opportunities are maximised during change delivery to analyse and optimise business processes. • In collaboration with customers and IT colleagues, analyse options to propose solutions which meet the requirements of the business, ensuring that existing technologies are explored in
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	<p>the first instance and where the existing IT Landscape cannot fulfil, research and investigate new solutions.</p> <ul style="list-style-type: none"> • Fully impact assess any changes and work with T&T colleagues to ensure the recommended solution will fit within existing architecture, infrastructure and security principles. • Recommend and take accountability for solution proposed and manage stakeholder expectation accordingly on any gaps or issues identified. • Where new solutions are required, configure and implement solutions end to end, considering the effective embedding of change within the wider business and handover to BAU. • Implement/configure technologies in accordance with IT processes. • Work with the Test Analysts to define test plans, undertaking systems testing and facilitating User Acceptance Testing, where required. • Understand product roadmaps, and use this knowledge to recommend internal business process improvements or solution opportunities. • Produce and maintain all relevant documentation, ensuring this is kept up to date. • Mentor other colleagues, building their knowledge of system support and development. Contribute to the improvement of the business systems analyst processes including creation of templates, guidance etc.
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Education, Qualifications and Training	<ul style="list-style-type: none"> • Degree in a technology related discipline or equivalent experience.
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of working with Housing Management applications such as NEC Housing, Civica's Keystone, Orchard OpenAccounts, Total Mobile, Advanced DRS or similar. • Experience of working with SQL and developing scripts. • Working with systems/applications and configuring technologies end to end. Adapting and developing knowledge in new technologies. • Researching supplier markets and evaluating new solutions.

	<ul style="list-style-type: none"> • Fully impact assessing system changes including evaluating changes to business processes, reporting, support, costs or application structures. • Knowledge of GDPR, Information Security, Data Privacy and IT Architectural impacts on technology change. • Writing test plans and undertaking system testing. • Requirements engineering and knowledge of business analysis tools, including but not limited to, As-is and To-be process mapping, gap analysis, use cases, user stories, MoSCoW. • Production of documentation, including but not limited to, technical specifications, option papers and requirements documents. • Stakeholder engagement at all levels using a range of mediums including facilitation of workshops, presentations, show and tells etc. • Working within a larger team to delivering projects with other functions and teams. • Leading implementation of smaller system changes. • Accurately estimating delivery timescales and feeding into larger programmes of work. • Maintaining knowledge areas and keeping system documentation up to date. • Supporting colleagues to share knowledge and best practice.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • Understand complex technical information. • Learn and understand business processes and quickly. • Analytical and logical approach with sound problem solving skills and root cause analysis. • Establish relationships at all levels and positively challenge stakeholders. • Work professionally with customers, teams and suppliers earning their respect and confidence. • Communicate fluently orally and in writing, and to present complex technical information to both technical and non-technical audiences. • Excellent prioritisation and organisational skills to deal with multiple work assigned, continually assessing impact and urgency and escalating when issues arise.

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| | <ul style="list-style-type: none">• Query and fully understand quality expectations when work is assigned.• Work under pressure and maintain customer service ethic.• Be able to work independently and/or as part of a team.• Flexible and pragmatic in their approach to changes.• Able to develop the skills and competencies of others.• Able to reflect on lessons learned and apply to future activities. |
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