

Job Title: Systems Analyst (SAP HR & Payroll)

Grade: 8

Salary: £50,253 to £56,535 per annum, pro-rata if part-time

Hours/Contract: Full-time or job share, Permanent

Department: Digital Services

Job Family: Management and administration

Reference: 13229

Role Purpose

The Systems Analyst role is a key functional specialist responsible for shaping, enhancing, and configuring SAP HR & Payroll to support the University's core people-focused business processes. You will translate business requirements into well-designed digital solutions, optimise HR and Payroll workflows within SAP, and champion effective use of data and systems across the organisation.

This role blends business analysis, system configuration, functional design, and continuous improvement. You will lead the functional design working closely with HR, Payroll, and IT colleagues to deliver secure, high-quality, user-centred services, owning the functional roadmap and ensuring requirements are fully defined, documented, and validated.

Acting as a bridge between stakeholders and technical teams, you will collaborate with users across academic and professional services to support the functional development of systems and the continuity of critical University operations. You will guide colleagues across relevant business areas to make best use of available systems and data, ensuring that business processes remain aligned with evolving technical capabilities.

Working within the ERP team:

Responsible for this major applications, master data and information reporting systems which support the University's business processes for Finance, HR/ payroll. It owns the technical strategy and roadmap for these elements and the tools required to manage them. It ensures that these systems continue to meet service requirements in a cost-effective way, providing strategic supplier management as necessary. It spots opportunities to apply new features and technologies in ways that will support the team's purpose. It is the centre of expertise for these areas and responsible for appropriate skills and capability development within the IT Operations team. It works very closely with the development, integration and data teams.

As a visible leader within the function, you will contribute to improvements across the wider Digital Services team. Working with architecture and development teams, you will help provide a centre of expertise identifying opportunities to leverage new features and technologies that support the Digital Strategy and the University's Masterplan, while ensuring systems continue to deliver measurable efficiency and value.





Main Duties and Responsibilities

- Analyse existing IT systems and business models and identify areas for improvement.
- Using knowledge of applications and relevant business processes to lead functional development of systems and to support critical University operations
- Conduct detailed analysis of user requirements for new functionality, documenting agreed functional specifications and non-functional requirement
- Lead the functional design, configuration, and enhancement of SAP HR & Payroll
- Advise stakeholders on best-practice processes and how to maximise the value of SAP functionality
- Map and document end-to-end business processes, ensuring alignment with system capability
- Evaluate technology options and recommend solutions that align with architecture, budget, and timelines
- Where appropriate, guide business stakeholders and processes to make optimal use of available systems and functionality
- Produce high-quality functional specifications, configuration documentation and design artefacts
- Work with technical experts to formulate design proposals for solutions to support required business processes and meet functional and non-functional (performance, scalability, availability, business continuity and security) requirements
- Support project managers in planning the detailed work packages involved in development projects through design, installation, configuration, integration, data migration and testing taking responsibility for the estimation of staffing required at each stage
- Take responsibility for the delivery of non-project developments and service enhancements, owning the planning, specification, quality and handover of work
- Decide on the most appropriate solution for each change or development, either personally delivering configuration changes, handing over to internal technical teams or selecting and managing external suppliers
- Manage suppliers of development and configuration services in line with IT Services' supplier management processes
- Specify, document and own interfaces and data transformations required to meet business requirements. Support the business in developing and maintaining data standards.
- Ensure new developments are properly handed over to IT Operations, including the production of all necessary user and technical documentation as required.
- Define, plan and execute testing as required, in accordance with IT Services Quality Management





Provide in-depth support for applications:

- Where necessary, lead and support IT Operations teams in the resolution of escalated problems or incidents relating to systems and data.
- Maintain awareness of product development roadmaps, known problems, planned fixes and upgrade paths.
- Attend regular service reviews with key clients.
- Contribute to and maintain IT service continuity plans as required.

Developing Self and Others

- Provide specialist expertise to colleagues on the use of technologies or refer them to other teams within Digital Services for more substantive assistance / training.
- Work with the Digital Services Training and Communications team, involving them in “training needs analysis” within the Department as necessary
- Deliver training to staff or students where the particular skills and knowledge required makes this appropriate
- Maintain skills in line with the needs of the service and industry best practice.

Internal and External Relationships

Internal Stakeholders

- Daily contact with other team members.
- Daily contact with other teams in dealing with problems/queries.

The role is required to work closely and collaboratively with a range of stakeholders across the University, including:

- Strategic: Executives, Directors and Heads of Department, including Digital Services Leadership Team.
- Account Management: Senior Commissioners and Commissioners of Digital Services Demand.
- Technical strategy and roadmap for corporate systems and the tools required to manage them; Process Owners, Operations Managers, Developers, Agile Product team members.

External Stakeholders

- Engage with key strategic suppliers on emerging technologies.
- Negotiation and discussion with system suppliers, external consultants and maintenance providers in developing services and dealing with complex issues.

Qualifications, Knowledge and Experience

Essential

- Extensive experience of facilitating change in complex, customer-facing business areas, involving users working together at different levels and in different functions to provide a consistent and coherent service to the customer.*





- Experience in determining the standard and potential functionality available within relevant applications to support business processes*
- Educated to degree level in an IT related discipline or with equivalent professional experience.*
- Experience of managing or contributing to projects using a formal methodology such as PRINCE2.*
- Excellent conceptual knowledge of the major components constituting a modern IT architecture

Desirable

- Experience in Higher Education.
- Recognised BA qualifications.
- Recognised Agile or Process Improvement qualifications.
- IT Service Management (ITIL) Foundation.
- Prince2 Project Management Foundation.
- Deep understanding of Higher Education Corporate Systems and associated processes*
- Expert in the standard and potential functionality available within Corporate Systems to support Student Lifecycle processes*
- Extensive experience of configuring and managing Corporate Systems in a complex organisation *
- Educated to degree level in an IT related discipline or with equivalent additional experience*

Skills, Abilities and Competencies

Essential

- Effective planning and organisational skills
- Highly developed analytical skills and problem solving ability. Able to lead others through a structured problem solving exercise. *
- Excellent interpersonal skills.
- Excellent verbal and written communication skills.*
- Customer focussed. Capable of engaging and working with both senior clients and end users at every level to understand business requirements, translate these into system specifications and deliver services to support them.
- Excellent team player
- Able to work with minimal supervision. Self-confident and self-motivated. Able to organise, prioritise and plan own work and the work of others.
- Able to conduct practical requirements workshops and adapt to apply various elicitation techniques accordingly.*
- Able to write unambiguous, verified requirements to a testable level.





- Able to convey requirements using appropriate approaches to aid understanding.

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

Equity and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

