Job Title: Digital Process Automation Analyst
Grade: 8
Salary: £50,253 to £56,535 per annum, pro-rata if part-time
Department: Digital Services
Hours/Contract: Full-time or job share, fixed term contract till April 2028
Job Family: Management and Administration
Reference: 11920

Role Purpose

Applying knowledge of a particular IT system in order to propose and design solutions to business problems using that system; specifying or carrying out IT system configuration in line with user specifications

Context:

With a focus on a particular IT system the Systems Analyst will lead the functional design and configuration of the applications supporting the University's critical business processes, owning the functional roadmap for those areas and taking responsibility for documenting and validating requirements.

You will guide colleagues within the relevant business areas in making the optimal use of available systems and data, and to help ensure that business processes remain aligned with technical capabilities.

Purpose of the Application Services Team:

Responsible for the architecture of the major applications, master data and information reporting systems which support the University's business processes such as student records, timetabling, accommodation management, research management, finance, HR/ payroll, marketing and facilities management. 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 and highlights these to the Partnering team. 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 and Integration Services team

Main Duties and Responsibilities

- Use 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 systems or new functionality, documenting agreed functional specifications and non-functional requirements.

- Ensure end-to-end business processes being supported by new functionality are fully understood and documented.

- Where appropriate, guide business stakeholders and processes to make optimal use of available systems and functionality.

- Analyse the technology market, the existing application portfolio and internal development capability in order to identify most appropriate solution to meet requirements, within architectural, time and budgetary constraints.

- 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 supplier 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 Strategy.

Provide in-depth support for applications:

- Where necessary, lead 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 advice and ad hoc assistance on the use of technologies or refer them to other teams within ITS for more substantive assistance / training. Work with the ITS 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.

Internal and External Relationships

The ability to establish and maintain excellent relationships with customers and colleagues is the key aspect of the role.

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*

- Successful track record managing projects and suppliers

- Excellent conceptual knowledge of the major components constituting a modern IT architecture

The primary focus for this role is in the business area of Student Systems and will therefore require the following essential knowledge and experience in addition to the standard Systems Analyst responsibilities:

- Deep understanding of University Systems and associated processes, particularly in a Higher Education context*

- Expert in the standard and potential functionality available within SITS to support Student Lifecycle processes*

- Extensive experience of configuring and managing SITS in a complex organisation *

Desirable

- IT Service Management (ITIL) Foundation

- PRINCE2 Project Management Foundation

- Educated to degree level in an IT related discipline or with equivalent additional experience

Skills, Abilities and Competencies

Essential

- 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.
- Excellent technical documentation 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 lead a small team.
- Able to work with minimal supervision. Self-confident and self-motivated. Able to organize, prioritise and plan own work and the work of others

Criteria to be used in shortlisting candidates for interview

Reason for Fixed Term Contract

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

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 encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, 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 equality 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 equality, diversity and inclusion.