University of Edinburgh
Job Description

1. Job Details

Job title: Business Analyst Project Officer, Systems Development Group
School/Support Department: Student and Academic Services Group
Unit (if applicable): Registry
Line manager: Head of Systems

2. Job Purpose
To identify, specify, test, implement, and provide post implementation support for, developments to existing and new Admissions, Curricula and Student (ACS) systems in support of critical internal and external processes in relation to student administration.

3. Main Responsibilities

1. Consulting widely to understand and document current business processes (business process analysis) and to assist in the development of new IT-based business processes (business process re-design).

2. Translating user requirements for new or revised systems functionality into business specifications, performing impact analyses, liaising closely with Management Information Services during development; undertaking subsequent user acceptance testing to ensure that the software is delivered to specification and is robust and fit for purpose.

3. Co-ordinating the implementation of software developments in conjunction with the Head of Systems and Head of Systems Operations to ensure, for example, appropriate change communication, user access, training, documentation and support is in place.

4. Preparing, maintaining and executing project plans and delivering agreed objectives; creating, developing and publishing project procedural documentation to support all stages of the software development process.

5. Investigating complex software faults and advising on their resolution, or managing the process of specifying, testing and implementing a solution.

6. In conjunction with the Head of Systems Operations, ensuring that data integrity is maintained within all ACS systems to proactively prevent process and systems failures.

4. Planning and Organising

- Proactively managing the redesign of business processes and development of systems solutions in order to improve the performance and effectiveness of admissions, curricula and student systems. This includes initiating, organising and leading meetings, and making presentations to relevant groups within the University.

- Reacting speedily to external changes such as legislative, policy and business process changes often with short lead times. This includes consulting with internal and external policy-making bodies and stakeholders, and reprioritising and implementing quality solutions to tight deadlines.

- Planning, tracking and managing a number of projects simultaneously, ensuring that each is delivered to the required quality and on time. This involves: planning the implementation, including allocation of tasks to be preformed by staff who are not under the direct management of the jobholder; developing procedural notes relating to all systems developments to guide system users; co-ordinating training and ongoing support for developments.

5. Problem Solving

- Developing and recommending new business process solutions to improve the efficiency of, and levels of service to, customers.

- Recommending software changes required to meet new business requirements.

- Deciding on appropriate testing methods to ensure software solutions perform to specification.

- Analysing new academic, administrative and external policies and advise on any potential impacts on current admissions, curricula and student systems.

6. Decision Making

- Contributing to the decisions of various groups throughout the University through discussions and workshops to determine new business processes and consequently identify software requirements.
Advising and providing direction on the functionality of ACS systems to Registry staff and other users.
Deciding when to refer a development back to Management Information Services for rework.
Recommending when systems developments fully meet the business specification and are suitable for implementation.

7. Key Contacts/Relationships
- Staff throughout the Registry, and particularly the Systems Operations Group on post implementation support of systems developments and on prevention of process and system failure
- Key stakeholders of current and proposed systems. Examples are College Admissions Officers for UCAS/GTTR Admissions Database; International Office for Visiting Students; College Registrars and College Deputy Registrars and their administrative staff for WISARD; Planning Section for Teaching Load, Management Information and HESA; CPA in support of the publication of the DRPS; University wide from all Colleges, Schools, Support Areas, OLL, IALS etc on current processes and requirements for EUCLID.
- Staff within Management Information Services (development and support) on development and ‘bug’ fixes
- Other service providers within the University whose systems currently interface with the student record, for example, Finance, Card Services Unit, Library, EUSA, EUCS, AS, CPA, Careers, DAS.
- External organisations and suppliers of services to the University, for example SITS (provider of packaged software), UCAS, Student Loans Company, Students Awards Agency for Scotland, HESA, SHEFC.

8. Knowledge, Skills and Experience Needed for the Job
- A degree or equivalent.
- Two years business analysis experience, preferably within Higher Education.
- Experience of working with large software package implementations desirable.
- Experience of business process re-design and change management.
- Experience of testing new IT solutions, producing relevant and easily interpreted documentation.
- Excellent communication (written, verbal and presentational) skills.
- Ability to:-
  - react quickly to changing demands and to handle different high priority tasks at once;
  - work with minimum supervision accurately and consistently, and to maintain high standards when working under pressure, to ensure robust solutions are delivered in the correct timeframe;
  - work effectively in a team and in partnerships with stakeholders;
  - develop positive working relationships, with staff throughout the University for whom the jobholder has no direct responsibility;
  - initiate, organise and, where necessary, lead meetings.

9. and 10. Dimensions and Job Context and other relevant information
- Admissions, Curricula and Student Systems underpin critical University activity and have a staff user base of 1700 across a range of systems including: NESI (New Edinburgh Student Information), WISARD (Web Interface to Students, Admissions and Related Data), USAD (UCAS/GTTR Admissions Database), PGDB (Postgraduate Database) and several more. All 23,000 students access SPIDER (Student Portal Interface to Data from Edinburgh Registry – student record channels delivered via MyEd).
- USAD receives c35,000 applications per annum. DACS – the Database of Admissions, Curricula and Students – contains 100,000 students, 1,200,000 course enrolments, raises invoices for c£55M per annum, manages student completion for 6500 students per annum etc. PGDB contains 65,000 student records. STUDMI contains approximately 95,000 student programme records, resulting in a total of 1,400,000 rows of data and 51,000,000 data items.
- These systems fundamentally underpin critical Registry and University activity – for example: admissions, registration/matriculation, fee assessment and invoicing, course enrolments, examinations, graduations, HESA returns, Teaching Load, Early Statistics returns to SFC, Management Information, interfaces to downstream dependent systems (EUCS, AS, Library, EUSA, Card Services, Timetab, DRPS, eFinancials).
- The HESA Student returns and are major institutional returns (c28,000 students per annum, up to 231 items of data on each) upon which the University’s funding and student performance (including nationally published Performance Indicators, league tables, Teaching Quality Information etc) are based.