

**Job Description**

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| Job Title: | Business Analyst, SaaS |
| Faculty/Professional Directorate: | Infrastructure Services |
| Subject Group/Team | Technology Services |
| Reporting to: | Director of Technology |
| Duration: | Continuing |
| Job Family:  | Specialist (IT) |
| Pay Band: | 8 |
| Benchmark Profile: | Specialist (IT) Band 8 |
| DBS Disclosure requirement: | No |
| Vacancy Reference: |  |

**Details Specific to the Post**

**Background and Context**

IT Services (ITS) forms a key part of the new Infrastructure Services Directorate, which comprises both the University Estates & Facilities Directorate and ITS themselves.

The Estates & Facilities Directorate supports and maintains the physical fabric and grounds of the University whilst the primary focus of ITS is to support, improve and transform the way IT is utilised across the University of Hull. The combination of these two services within the wider Infrastructure Services is intended to ensure that digital technologies and digitalisation become ubiquitous across the institution; part of the same fabric and environment providing a seamless digital experience across our whole estate.

ITS is currently organised into four functional groups:

* IT Operations
* Technology Services
* Cyber Security
* IT Projects

Technology Services, where this role will sit, is a new department within IT and is accountable for the ownership of the strategic platforms within the university. This new way of working for the university aims to drive consistency and governance around the continued iteration and development of technologies which span the entirety of the university. Examples include: the University’s Data Exchange (UDX); Student Information Systems, ServiceNow, Salesforce and a new ERP.

Working closely with business stakeholders, the aim of the team is to support the business by aligning improvements and enhancements of the products in alignment with university objectives and goals.

As a business analyst, the post-holder will have a critical role in understanding, translating and supporting the delivery of these improvements, working closely with stakeholders of all levels to ensure value and return on investment.

**Specific Duties and Responsibilities of the post**

The Business Analyst is a vital role within the university, responsible for translating business requirements into efficient and effective solutions using the platform. This position involves close collaboration with stakeholders to understand their needs, streamline processes, and drive automation initiatives. The ideal candidate possesses in-depth knowledge of IT service management and Agile methodologies, excellent analytical skills, and a proven track record in ServiceNow implementations.

The role plays a key part in enhancing operational efficiency, user experience, and overall productivity by designing, configuring, and optimising modules. As such, strong communication skills, attention to detail, and the ability to work both independently and collaboratively are essential for success.

**The post holder will:**

* Collaborate with business stakeholders, including department heads, managers, and end-users, to understand their needs, goals, and pain points
* Use tools and procedures (e.g. data analysis and workshops) to investigate existing business processes and workflows and identify areas for improvement and automation using the ServiceNow platform
* Design and configure ServiceNow solutions based on business requirements, ensuring alignment with best practices and platform capabilities, translating business requirements into functional and technical specifications for developers to implement effectively
* Configure and customise the platform to align with the defined business processes and requirements. This may include creating forms, workflows, and data models
* Work with the business to understand data and reporting needs, ensuring that ServiceNow provides the necessary insights and reports to support informed decision-making
* Identify opportunities for integrating with other systems and applications, defining integration requirements, and collaborating with the Integration Team
* Provide training to end-users and administrators on using the platform effectively and troubleshoot issues as they arise
* Assist in managing the change process, using Agile methodologies, ensuring that changes meet business requirements, are well-documented and communicated to relevant stakeholders
* Conduct thorough testing configurations to ensure accuracy and reliability, collaborating with quality assurance teams to perform integration, regression, and user acceptance testing.
* Maintain comprehensive documentation of business requirements, use cases, and process flows to facilitate knowledge sharing and future enhancements.
* Stay informed about ServiceNow best practices, updates, and new features, and provide recommendations for improving existing processes and solutions.

Qualifications

* Bachelor's degree in Computer Science, Information Systems, or a related field
* Relevant experience as a Business Analyst, preferably in SaaS implementations
* Proven experience in gathering and analysing business requirements, and translating them into technical specifications
* Experience with agile software development methodologies
* Excellent communication and interpersonal skills, with the ability to effectively communicate technical concepts to non-technical stakeholders

Preferable:

* Strong knowledge of the appropriate SaaS platform
* Knowledge of SaaS configurations, workflows, scripting, and integrations

 **GENERIC JOB DESCRIPTION**

 The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

Overall Purpose of the Role

1. The role holder will:
* Be experienced IT professionals who are expected to exercise a significant degree of specialist and independent responsibility.
* Have gained a professional and/or academic qualification and have extensive specialist experience.
* Be involved in planning and ensuring progress within established procedures and clearly defined university policy by providing a high level of specialist advice and expertise to support the Faculty or Departmental activities.
* Contribute to the longer term planning in accordance with the wider University strategy.
* Advise senior University management on policy, functional or service priorities and develop new procedures and polices within existing parameters.
* Plan and organise individual and/or team activity to integrate and coordinate work across different parts of the University, faculty or department.

 **Main Work Activities**

Communication

1. Interprets and explains complex ICT procedures, concepts, technical processes, equipment and software operation to senior stakeholders.
2. Provides specialist advice and guidance to managers and staff where the audiences may have differing levels of understanding.
3. Presents information to a wide range of audiences.
4. Explains new and existing policies in relation to operational activities.
5. Creates and delivers presentations to communicate information across the institution.
6. Attends meetings to report on specialist issues.
7. Provides guidance in formulating project requirements, advises on alternatives and on the implications of revised systems/processes.
8. Prepares technical and customer oriented documentation, guidance and online content.
9. Accurately captures information presented to them and relays it on to colleagues, customers and partner organisations through written means such as emails and helpdesk call records.
10. Prepares activity reports for the guidance of managers. As part of this process, advises management of potential problems or barriers to success, and assists in resolution or avoidance.
11. Contributes content to strategic documents for publication across the institution.
12. Composes departmental frameworks, procedures policies and guidelines.
13. Prepares business cases and other planning and tendering documentation.
14. Produces documentation detailing financial and other statistical information.

Teamwork and Motivation

1. Provides day-to-day support and cover to other members of the team and members of staff new to the work area.
2. Provides support to the line manager.
3. Will, where appropriate, act as a deputy for the designated line manager including attending or chairing, when appropriate, meetings across the University.
4. Makes a full and effective contribution to team and departmental objectives and goals.
5. Provides advice and guidance to the team pertaining to agreed initiatives, services, processes and procedures.
6. May be required to provide leadership to an area. Delegates tasks. Defines objectives, sets deadlines, allocates work and monitors outcomes.
7. Acts in a professional manner and as a respected role model to staff across the department.
8. Provides motivation and mentoring to employees to achieve peak productivity and performance. Contributes ideas and expertise, ensuring that work is delivered within departmental frameworks, to budget and on time.

 **Liaising and Networking**

1. Working within existing departmental frameworks, proactively develops and maintains internal and external contacts to benefit the University.
2. Communicates and liaises with partner organisations regarding faults, contractual agreements, service issues and financial matters.
3. Proactively ensures the development of effective on-going relationships with University staff to align existing activity with the strategic direction of the department/faculty.
4. Contacts and communicates with external organisations in line with departmental communications and relationship management frameworks.
5. Builds and participates in networks internally and externally.
6. Chairs area meetings, meetings with partners and suppliers and other focus and stakeholder groups.
7. Maintains a broad knowledge of the Higher Education sector, management theory and examples of best practice within their areas of responsibility.
8. Maintains a knowledge of Project Methodologies such as Prince II, Agile and other Frameworks, in addition to examples of good practice such as ITIL.

Service Delivery

1. Ensures universal compliance with existing departmental frameworks policies and procedures.
2. Working with minimal supervision, provides specialised, customer focussed, ICT support to staff and students.
3. Takes responsibility for the operational aspects of service delivery by actively promoting and ensuring:
* data used for the monitoring of service standards and service levels is provided.
* feedback is obtained from stakeholders on aspects of service development, quality and operation.
* appropriate action is taken to address the impact of external factors.
* proactive and corrective action is instigated when service availability and quality are threatened.
1. Assists with the effective management of the quality of services.
2. Develops and manages projects that contribute to improving service delivery.
3. Develops and maintains systems and processes to ensure effective delivery of the service.

Planning and Organisation

1. Plans and organise workloads to ensure that tasks and responsibilities are completed within designated timescales.
2. Plans and organises the effective and efficient use of staff and financial resources in line with departmental strategies and roadmaps.
3. Checks and monitors systems and services are in good working order, and produces schedules to manage these effectively and efficiently.
4. Develops and implements policies, procedures and frameworks.
5. Promotes the use of University quality procedures and complies with all internal/external frameworks and record-keeping requirements.
6. Assists in the preparation, presentation and implementation of strategic plans and operating statements and ensures compliance with reporting requirements within the University.
7. Plans and co-ordinates the analysis, design, development, timely implementation, and testing of assigned IT projects, ensuring adherence to standards and departmental frameworks.
8. Adheres to internal project management methodologies and manages the production of project documentation and reports.
9. Manages project service suppliers (both internal and external) ensuring that they adhere to service level agreements and departmental frameworks. Informally arbitrates between areas when conflicts arise.
10. Contributes to the longer term operational planning of the Department.

Analysis and Research

1. Keeps up-to-date with the latest developments in software, systems and services.
2. Analyses technical and service oriented data and produces reports.
3. Collates data to analyse area budgets and performance statistics in order to identify possible areas for continuous improvement.
4. Analyses project proposals. Identifies omissions and errors in requirements, and conducts feasibility studies. Recommends the best way forward and develops systems and/or designs applications for approved projects.
5. Reviews all aspects of design, analysis and development for quality and adherence to standards.
6. Proactively collects data that will enable effective analysis of quality factors and return on investment.
7. Analyses data to provide timely and accurate information, forecasts and advice to line managers to inform business plans that are set in the context of University strategies and policies.

Additionally the post holder will be required to:

* Fulfil the employees’ duties described in the University’s health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
* Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
* Comply with University regulations, policies and procedures

 **COMPETENCY SPECIFICATION**

 To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

 **The Competencies set out below are essential and are core requirements** needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

***Guidance for managers:*** *You may wish to amend or change the knowledge and experience required for a specific role. For example you may wish the post holder to have experience of customer service, if so please insert below.* ***(Please delete this guidance when section is completed)***

**Competency** **Identified by**

**Knowledge and Experience**

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| Has substantial experience in IT and demonstrates a range of knowledge with a specialist understanding of a number of systems or areas.  | **Application/Interview** |
| Is capable of learning new concepts, ideas, procedures and systems in a short timescale. | **Application/Interview** |
| Uses knowledge and experience to develop departmental frameworks and working practices. | **Application/Interview** |
| Can demonstrate the ability to shape and influence developments within the department by drawing on the expertise within their own area of responsibility and their existing knowledge and experience. | **Application/Interview** |
| Expertise is likely to be recognised externally by the award of a professional qualification, graduate/postgraduate qualification and/or fellowship of a professional body. | **Application/Interview** |
| Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development. | **Application/Interview** |

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|  **Communication (Oral)** Can demonstrate the ability to summarise complex ideas or information which may be highly detailed technical or specialist. |  **Application/Interview** |
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|  **Communication (Written)** Can demonstrate the ability to provide information in a suitable format so that the others’ needs are met and adjusts the level of content to help others understand. |  **Application/Interview** |
|  **Teamwork and Motivation** Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results. |  **Application/Interview** |
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|  **Liaison and Networking** Can demonstrate the ability to work across the University and/or externally to build and strengthen working relationships. Actively pursues a shared interest and works jointly to influence events and decisions. |  **Application/Interview** |
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|  **Service Delivery** Can demonstrate the ability to seek ways to improve and adjust current levels of service. Deals with complaints and initiates contact with customers to obtain their reactions and views about the service and future needs. |  **Application/Interview** |
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|  **Decision Making** Can demonstrate the ability to consider the wider impact of decisions, assesses possible outcomes and their likelihood. Uses judgement to make decisions with limited or ambiguous data and takes into account multiple factors. Distinguishes between the need to make a decision, when to defer and when not to take a decision.  |  **Application/Interview** |
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|  **Planning and Organisation** Can demonstrate the ability to ensure that time and resources are used effectively to their maximum efficiency. Develops plans to take into account problems, delays and new priorities whilst checking and reporting on progress and achievement against plans to key parties. |  **Application/Interview** |
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|  **Initiative and Problem Solving** Can demonstrate the ability to initiate processes and procedures to resolve new problems. Anticipates possible implementation difficulties and identifies practical ways of overcoming or preventing them. Takes account of others and the broader context when generating options.  |  **Application/Interview** |
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|  **Analysis/Reporting** Can demonstrate the ability to design and use data gathering and analytical methods appropriate for each investigation. Recognises and accurately interprets patterns and trends. Recognises when additional data is required and identifies appropriate sources. Produces reports and identifies key issues and findings. |  **Application/Interview** |