

## Job Description and Person Specification

<b>Role</b>	<b>Business Analyst x 2</b>
<b>Unit</b>	<b>Business Systems</b>
<b>Directorate</b>	<b>Corporate Services</b>
<b>Grade</b>	<b>3</b>
<b>Reporting to</b>	<b>Business Systems Manager</b>
<b>Role Purpose/ Summary</b>	<p>Reporting to the Business Systems Manager, the successful candidate will facilitate the effective implementation and support of ICT Business Systems.</p> <p>The role will focus on supporting both enhancements to existing line of business applications and the development of new systems.</p> <p>There will be a focus on business process definition and process improvement while collaborating with the existing Pobal Teams and external stakeholders.</p>
<b>Key Responsibility Areas</b>	<p><b>1. Business Analysis</b></p> <ul style="list-style-type: none"> <li>- Become a functional expert on key line of business systems</li> <li>- Analyse and document existing business processes with a view of streamlining and introducing efficiencies via structured change management and software enhancement.</li> <li>- Assist in the information and requirements gathering process, reconciling conflicts, de-composing high-level information into detail, abstracting up from low-level information to a general understanding. Distinguishing user requests from underlying true business needs;</li> <li>- Draft, finalise and support the sign off of functional specifications. Facilitate workshops to support the functional specification process.</li> <li>- Drive and challenge business units on their assumptions of how they will successfully execute their plans;</li> <li>- Manage the development and implementation of a comprehensive system testing methodology to included functional system testing and UAT</li> <li>- Collaborate with the development team to support the implementation of new software</li> <li>- Develop and implement training plans to support all system rollouts</li> <li>- Manage the transition and handover from “Project” to software support</li> <li>- Manage the delivery of high-quality services</li> </ul>

## **2. Data Analysis**

- Hands-on technical involvement in data related projects
- Ability to use and implement Business Intelligence software
- In collaboration with others, help develop and maintain databases and data systems necessary for projects and department functions
- Ability to analyze data to identify trends or to identify process improvement opportunities

## **3. Software Testing**

- Produce system test plans, test scenarios and test scripts from functional requirements
- Document test conditions and expected results for all stated / planned functional requirements and user stories
- Develop and write functional and test documentation, including procedures and training materials to support the roll out of new systems and enhancements to existing systems
- Set up test data and system test environments to support the testing phase
- Execute and support the testing phase of projects / system development
- Track, log and resolve test bugs, issues and refinements
- Work closely with other Business Analysts to ensure the needs of users are met
- Liaise with the development team to resolve issues and to progress into system deployment
- Support business users through User Acceptance Testing (UAT)

## **4. Project Coordination**

- Maintain and support elements of the project management office in Pobal. This will include the following:
  - Setting standards for how projects are run
  - Ensuring project management standards are met
  - Gathering of project data (Status Reports) and production of information for management review
  - Sourcing guidance and advice for project managers
  - Managing and facilitating the portfolio management process
- Collaborate with Project Managers to Plan, execute and finalise projects according to strict deadlines and within budget.
- Be responsible for the implementation, execution, control and completion of specific project tasks, ensuring consistency with company strategy, commitments and goals
- Work closely with stakeholders to establishing their requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis etc.

**Any other duties that may be assigned by the Business Systems Manager as appropriate to the position.**

<b>Critical Competencies</b>	<ol style="list-style-type: none"> <li>1. Communication – Level 2</li> <li>2. Teamwork – Level 2</li> <li>3. Analytical Skills – Level 2</li> <li>4. Project Management – Level 2</li> <li>5. Problem solving &amp; decision making – Level 2</li> </ol>
<b>Other Competencies</b>	<ol style="list-style-type: none"> <li>6. Customer Service &amp; Support – Level 2</li> <li>7. Building &amp; Maintaining Relationships – Level 2</li> <li>8. Results Driven – Level 2</li> <li>9. Flexibility &amp; Adaptability – Level 2</li> <li>10. Organisation Awareness – Level 2</li> </ol>
<b>Required Experience</b>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>– Proven experience and knowledge of project management and core business consulting skills, including the Software Development Life Cycle</li> <li>– Proven experience of working within a Project Management Office</li> <li>– Proven experience of delivering business systems analyst services</li> <li>– Proven track record in process analysis, design and ICT implementation</li> <li>– Proven ability to park own assumptions, challenge the assumptions of others, listen and draw information out of stakeholders to identify issues and requirements that are backed up with data from several vantage points</li> <li>– Effective problem solver with the ability to pre-empt potential issues and to learn quickly and find solutions</li> <li>– Excellent influencing skills with the confidence to deal with staff effectively at all levels throughout the organisation</li> <li>– Excellent ability to develop IT solutions based on Business need and requirements</li> </ul>
<b>Qualifications</b>	<p>Relevant Third Level qualification (e.g. Degree) in project management, business studies, or equivalent is desirable</p>
<b>Other Relevant Information</b>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>– Knowledge of the Early Years Sector</li> <li>– Knowledge of Microsoft Products (SharePoint / Dynamics CRM a distinct advantage)</li> <li>– Awareness of ICT industry trends and new approaches to ICT implementation (i.e Cloud)</li> <li>– Knowledge of Information security systems and Data Protection</li> <li>– Excellent understanding of the role/objectives of Pobal, key business issues, its challenges, etc.</li> <li>– Knowledge of the workings of the community/voluntary/public sector</li> <li>– An understanding of the Irish language</li> </ul>
<b>Terms &amp; Conditions of Employment</b>	<ol style="list-style-type: none"> <li>1. Salary <ul style="list-style-type: none"> <li>– Pobal's Grade 3 Salary scale applies</li> </ul> </li> <li>2. Duration of Contract <ul style="list-style-type: none"> <li>– Fixed Term until 31<sup>st</sup> December 2018 subject to continuance of Government funding</li> </ul> </li> </ol>

	<ol style="list-style-type: none"> <li>3. Probation <ul style="list-style-type: none"> <li>- A probationary period of six months will apply</li> </ul> </li> <li>4. Pension <ul style="list-style-type: none"> <li>- Pobal operates a defined contribution pension scheme. Employees have access to the scheme on successful completion of their six-month probationary period</li> </ul> </li> <li>5. Annual Leave <ul style="list-style-type: none"> <li>- Annual leave will be 21 working days, exclusive of public holidays</li> </ul> </li> <li>6. Travel &amp; Subsistence <ul style="list-style-type: none"> <li>- Travel and subsistence will be paid at public sector rates</li> </ul> </li> <li>7. Location of the position <ul style="list-style-type: none"> <li>- The successful candidate will be located in the Dublin office</li> </ul> </li> </ol>
<b>Selection Process</b>	<p>Selection will involve short listing of applicants for interview based on the criteria for the position as outlined in this job description and person specification.</p>

***Pobal is an equal opportunities employer and welcomes suitably qualified applicants from all sections of society***