ROLE PROFILE

Business Systems Analyst

Grade	Contract Type
Your-07	Homeworker 1

Head of Technical Design (Architecture) & Cyber Security

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Lead Business Systems Analyst

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Business Systems Analyst

ICT

Cyber Security & Architecture/Technical Design → **Business Systems Analysis**

Role Overview

Working to ensure all technology solutions meet colleague and customers' needs and are fit for purpose, by extracting key capabilities required to feed into technical designs and decisions.

Working on the continuous improvement of existing solutions to improve efficiency, working closely with architects and DevOps teams to align to ICT security and architectural principles.

Providing on-going consistency to business areas and bridging the gap between ICT experts and business areas to ensure successful technical project implementations.

RESPONSIBILITIES

- Provide Business systems analysis expertise across the breadth of YHG systems
- Create process maps of the current-state, identifying issues and their root causes, outlining resolutions via to-be modelling and gap analysis, specialising in processes where technical steps/systems are utilised.
- Responsible for designing and optimising the systems, in order to deliver VFM.
- Responsible for understanding the customers and colleague needs and translating into user stories & acceptance criteria that meet ICT security and architectural principles
- Responsible for improving digital experience of customers and colleagues.
- Ensures the needs, goals and behaviours of customers and colleagues are understood to inform the procurement and utilisation of systems.
- Document the functional and technical requirements in the form of User Stories & Acceptance Criteria and communicate these to both technical and non-technical stakeholders.
- Articulate business requirements at all Agile/Sprint ceremonies, and fully participating at the meetings to represent the business areas.

Our values



Produce sprint reports for key projects to inform the key stakeholders of progress with technical solutions

- Ensure any new solution has been appropriately tested (system and UAT testing) and accept & approve the product on behalf of the business to minimise and operational issues.
- Supports the Project Manager and/or Delivery Lead, informing them of any risks, issues, assumptions, and dependencies related to the business requirements or solution implementation.
- Utilisation of effective and fit for purpose methodologies, tools and techniques using external best practice
- Working closely with ICT Architects / Technical design team to utilise solutions that fulfil business needs but limit additional complexity and cost within the ICT architecture
- Ensuring new solutions and system changes align with the ICT strategy and challenge where appropriate if solutions are not aligned to strategy, architecture, or security principles
- Working closely with Business analysts sat within Business functions to align work and ensure working collaboratively.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Significant experience of developing & documenting new business requirements, challenging where needed.
- ✓ Exposure to multiple, diverse technologies and processing environments.
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Ability to motivate teams and working groups to achieve desired outcomes.
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation to build strong relationships
- ✓ Highly analytical mindset, with an ability to see both the big picture and the details
- ✓ Ability to quickly understand new and emerging technology
- ✓ Ability to influence and motivate, where there is reluctance to change.

ESSENTIAL REQUIREMENTS

- ✓ Significant experience of the IT and business/industry work experience including business analysis tools and techniques
- ✓ Knowledge of housing specific technology
- ✓ Knowledge of data collection, recording, data analysis and interpretation using quantities and qualitative methods
- ✓ Bachelor's degree in computer science, information systems, computer engineering, system analysis, or a related field, or equivalent work experience.
- ✓ Agile delivery knowledge (SCRUM)
- ✓ Process improvement methodologies, tools, and techniques.

- ✓ Ability to plan and facilitate workshops engendering contribution and ownership of solutions.
- ✓ Demonstratable business analysis skills and strong problem-solving ability.

BENEFICIAL TO THE ROLE

- ✓ Wider Social Housing experience
- ✓ Product Owner accreditation/qualification
- ✓ Dynamics 365 knowledge
- ✓ BCS Diploma in Business Analysis