Job Description & Person Specification

Post title: Graduate Systems Analyst	**Post No:**
School or Department: Digital Technologies	**Date created:** February 2021
Grade: £23,500 p/a (Grade E)	**Hours per week:** 37
Fixed term end date (if applicable)**:** September 2022	
Other requirements of the role:	
Immediate line manager: Kerry Benfield	
Title & Grade of posts line managed by postholder: Application Portfolio Owner (H)	

Job purpose:
To provide systems analysis services and second / third line support for corporate applications which underpin the University's activities, used by staff and students. To work flexibly in both fixed and dynamic teams, with technical and non-technical staff from across Digital Technologies and the wider University community. Analysing requirements to specify, document and deliver solutions, ensuring that they are of the desired quality.

Principal duties and responsibilities: The role will encompass all of the following, but the balance of duties and responsibilities will be determined in discussion with the post holder's line manager:

- Acquire and maintain a good knowledge of the systems within the portfolio in order to provide support and analysis services. Work with colleagues in corporate applications, and across the department, to provide high quality service to customers.

- Learn and use appropriate tools, including logical models of components and interfaces, to complete documentation required for the maintenance and development of applications,

- Work with Project teams and end users, contributing to the design of solutions: -

  1. Design small/medium impact solutions including creation of documentation where required and assisting the design of larger impacting solutions.
  2. Evaluating and undertaking impact analysis on system changes.
  3. Understanding the functionality of new systems as they are being implemented.
  4. Ensuring that you keep team members informed and knowledge is shared to avoid single point of knowledge.

- Investigate operational needs, problems, and opportunities for small/medium sized enhancements; assess, analyse, document, and implement the changes based on requests for change.

- For scheduled upgrades, review the updates and identify with the end-users those that merit action; plan the installation, testing and release of new versions of system software with relevant teams within Digital Technologies and end-users, ensuring all delivered functionality is identified and logged, ready for future use.

- Provide second and third-line support, investigating problems in systems and services.

- Advise business users on the use of applications and work with the end users to ensure operational and training documentation is current.

- Any other duties as specified by the Application Portfolio Owner which this post reports to,

Representing the function to the wider University and NTU externally on matters relating to the role:

- Establishes confidence and respect for the function, arising project work and personally for the Graduate.
- Acts as a positive ambassador and advocate of the Graduate Development Programme.
- Undertakes additional required work, tasks, projects and development opportunities alongside the Graduate role in conjunction with other Graduates participating in the Development Programme.

N.B. The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

Personal Attributes

Attributes	Essential	Desirable
Knowledge	Basic understanding of software applications and databases and their use within a corporate context. Good understanding of a broad range of IT systems and software. Knowledge of project lifecycle.	Understanding of software delivery lifecycle approaches: Agile/waterfall
Skills	Excellent documentation skills. Good relationship building skills with the ability to communicate at all levels (spoken, written, presentation) Problem solving skills. Some data and/or system analysis skills. Well organised with good self-planning and prioritisation skills.	
Experience	Some experience of configuring software applications. Sime experience of investigating/testing out new system functionality. Maintaining system documentation. Working as part of a team.	Experience of working within a project-lifecycle focused environment.
Qualifications	An NTU graduate degree of 2:1 or above, obtained with the last two years	

Competencies

Essential Competencies	Desirable Competencies

Team Working Level 2	**Adaptability Level 1**
Lead aspects of teamwork, seeking and implementing improvements to the team's outputs/service and colleagues within the team. Challenges colleagues.	Responds positively to change, supporting others in managing transition and being flexible in approaches to job role. Is aware of on strengths and areas for development. Seeks feedback on own work.
Customer Focus Level 2	
Works to identify customer needs. Seeks feedback and develops service delivery accordingly. Influences and develops ideas to enhance customer satisfaction.	
Communicating and Influencing Level 2	
Communicates effectively with a wide range of diverse internal and external stakeholders, influencing and negotiating change. Networks internally to keep ahead of developments.	
Making Informed Decisions Level 2	
Uses analyses, reports, and data to test the validity of options and assess risk before taking decisions. Ensures optimum decisions are taken.	

Job Description and Person Specification created by: Corporate Applications Manager