

JOB DESCRIPTION

SECTION 1 – BASIC DATA

Job Holder's Name:

Job Title: Systems Analyst

Reports to: Systems Architect / Manager

Location: Remote (UK)

Department: Applications Team / BTO

Job Family: Team Leader & Specialist

SECTION 2

DEPARTMENT STRUCTURE

Please see SharePoint.

SECTION 3

OVERALL JOB PURPOSE

Support strategically important organisational objectives by planning, designing, specifying and delivering changes to our application estate. The key responsibilities of the role are to work with the Systems Architect, Application Team and colleagues across the organisation to ensure that changes made to our software systems fulfil the business requirements and are well designed, efficient and well considered.

SIZE/DIMENSIONS

This role directly impacts the successful delivery of strategically important organisational objectives that require changes to our application estate. Alongside the Systems Architect, researches and designs the architecture of the applications estate, and required changes. They support organisational change management associated with project solution implementation.

SECTION 4

PRINCIPAL ACTIVITIES/OUTPUT OF JOB

- Design software changes, including changes to the Student Information System, websites, integrations, data migrations and data flows.
- Work with the Software Architect, the Application Team and other colleagues to meet business needs.
- Input into the design of the application estate's system architecture.
- Participate in the process to identify and document requirements.
- Convert requirements into a set of system changes, by creating and amending technical specifications across a wide range of environments.
- Ensure specifications are written clearly, adhering to agreed standards.
- Ensure changes are well designed, well considered, efficient and reliable.
- Fully understand the system's architecture so changes can be made with confidence.

- Fully understand the context and requirements of the changes to ensure business needs are met.
- Work closely with Application Team to provide support and context to the changes.
- Ensure that support for users is in place for the changes, post-implementation.
- Participate in the discussions and decisions regarding project estimation and prioritisation.
- Ensure that excellent customer and user experience is considered in all aspects of the role.
- Establish and maintain relationships with third parties/vendors.
- Keep abreast of developments in new and innovative technology solutions, software development, integration techniques and customer experience.
- Undertake any other duties that may reasonably be required.

CONTACTS AND INFLUENCE EXERCISED

- Works collaboratively with (and influences) colleagues at all levels of the organisation
- Liaises with external suppliers and project partners
- Interacts with customers when carrying out market research and testing

DECISIONS

Indicate the level which best describes the job holder's involvement in the decision making process:

Follows written and verbal instructions and established guidelines	
Interprets policies & procedures	
Participates in the establishment of guidelines & procedures	X
Acts as final authority to implement policy, guidelines and procedures that affect strategic goals	

Indicate the statement which best describes the impact of the job holder's decisions:

Restricted to employee's own work	
Has impact on department/directorate* objectives	X
Has impact on The London Institute of Banking & Finance objectives	

Examples of the decisions that are generally made by the job holder

- Deciding the best way to make changes to the application estate to meet organisation objectives
- Deciding the best way to architect and orchestrate system integrations
- Deciding the best way to prove the changes have met the agreed requirements
- Deciding when to escalate issues to one or more stakeholders

DEFINITION /CLARITY

This is a new position within a team that is intended to operate with high levels of agility. As such, the role requires a significant degree of flexibility. The post holder will need to have a strong growth mindset and a proactive approach to learning a lot of technical information and accommodating a wide variety of tasks/responsibilities with minimal notice. They will also have a keen desire to enhance their own knowledge via CPD and keep abreast of developments and best practice that impact their role.

ANY ADDITIONAL FEATURES OF NOTE

None

Signed Date
JOB HOLDER

Signed Date
MANAGER

PERSON SPECIFICATION

Job Title: Systems Analyst

Reports to: Systems Architect / Manager

Department: Applications Team / BTO

Qualifications, knowledge and professional memberships	Essential / desirable?	
Educated to A level or equivalent	Desirable	
Commitment to advancing own learning and CPD	Essential	
Broad knowledge and experience of development methodologies	Essential	
Broad knowledge and experience of programming techniques and languages	Essential	
Broad knowledge and experience of change management techniques	Desirable	
Thorough knowledge of the strategy, qualifications and business activities of this organization	Desirable	
Technical Skills and Experience		
Experience of supporting a wide range of concurrent projects	Essential	
Working knowledge of Microsoft 365	Essential	
Excellent organisational skills	Essential	
Excellent influencing, communication and negotiation skills	Essential	
Active interest in emerging technologies	Essential	
Working knowledge of digital project management and collaboration tools	Desirable	
Experience of working in the education sector	Desirable	
Core Competencies (this section should contain the level of competency required to carry out this role. Please refer to the competency framework for clarification where needed. Placing a N/A where the competency is not required as part of the job)	Essential/ desirable?	Core for all employees
Values		
Collaboration	E	C
Adaptability	E	C
Innovation	E	C
Integrity	E	C
Support	E	C
Skills and Experience	Essential/ desirable?	Core or Enhanced
Communicating effectively	E	En
Business thinking	E	C
Developing Yourself	E	C
Getting things done to achieve results	E	C
Digital Capability	E	En
The Customer Experience	E	C
Managing quality and standards	E	En
Applying judgement and taking decisions	E	En