

## **Senior Platform Analyst: Ellucian Banner/Student – Learning and Information Services – Grade H**

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### Job Description

#### **Purpose**

The Senior Platform Analyst is responsible for the strategic and operational development of the Student Information platform (currently Ellucian Banner, moving to Ellucian Student), ensuring its performance, integration, and alignment with institutional goals. The role brings advanced technical and functional expertise, stakeholder engagement, and leadership in cross-functional initiatives.

#### **Duties**

1. Lead the analysis, design, and implementation of enhancements to the Ellucian Banner/Student platform in line with architectural and design standards.
2. Act as the primary contact for complex technical issues and provide expert-level support.
3. Collaborate with internal and external stakeholders and users to ensure platform alignment with current and future business needs and user expectations.
4. Liaise with suppliers and the wider sector to remain up to date with trends, technical innovations and product roadmaps.
5. Translate business and user needs into functional requirements, system designs and User Stories.
6. Conduct impact analysis and regression testing for upgrades and enhancements.
7. Monitor system performance and implement improvements for high availability and reliability.
8. Develop and maintain documentation, standards, and procedures for platform management.
9. Provide training, guidance and mentoring to colleagues.
10. Proactively engage with stand-ups, team meetings and other relevant forums, and fully adopt Agile working and relevant tooling, suggesting improvements where relevant.
11. Line Manage team members, developing high performance and ensuring clear objectives and personal development for them.
12. Contribute to strategic planning and development of IT policies and procedures.
13. Ensure compliance with data governance, security, and privacy regulations.
14. Lead projects related to platform upgrades, integrations, and migrations.

15. Support the University's commitment to equality, diversity, and inclusion by fostering an inclusive culture through the recruitment, development, and retention of talent.
16. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
17. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

## Person Specification

### **Knowledge, Skills, and Behaviours (Essential)**

- Extensive experience managing and supporting Ellucian Banner/Student systems (Application/Interview).
- Proven track record of leading technical projects and initiatives (Application/Interview).
- Advanced knowledge of Ellucian Banner/Student architecture, modules and portfolio roadmap (Application/Interview).
- Strong analytical and problem-solving skills (Application/Interview).
- Excellent communication and stakeholder engagement abilities, resulting in successful outcomes (Application/Interview).
- Ability to manage multiple priorities and deliver results under pressure (Application/Interview).
- Highly collaborative with familiarity of Agile ways of working (Application/Interview).
- Experience in mentoring or coaching colleagues (Application/Interview).
- Undergraduate degree in a relevant area or equivalent experiential learning (Application).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

### **Knowledge, Skills, and Behaviours (Desirable)**

- Experience in Higher Education or similar complex organisational environments (Application/Interview).

- Experience in the migration from on-premise to SaaS solutions (Application/Interview).
- Knowledge of ITIL framework, ServiceNow and AzureDevOps (Application/Interview).
- Experience performing data analysis via SQL (Application/Interview).