

Technical Business Analyst – Learning and Information Services – Grade G

Job Description

Purpose

To act as a key member of the Product and Delivery team, supporting the ongoing development and continuous improvement of the University's digital capabilities. The Technical Business Analyst will work collaboratively within a multi-disciplinary team, undertaking requirements gathering, process analysis, and solution design for projects and products. The role will champion user-centred analysis, agile delivery, and evidence-based decision-making, bridging the gap between business requirements and technical solutions, ensuring feasibility and alignment with architectural standards.

Duties

1. Investigate and analyse business problems and user needs, using a range of techniques (e.g., interviews, workshops, observation, data analysis).
2. Analyse system architecture and integration points, documenting technical dependencies, interface definitions and data mapping.
3. Map and document complex business processes, user journeys, associated technical workflows, data flows and system interactions, identifying pain-points and recommending opportunities for improvements to business processes and systems.
4. Use data and evidence to inform analysis, solution design and decision making, conducting options appraisals and impact assessments to support business cases.
5. Translate user and business needs into clear, actionable requirements and acceptance criteria, ensuring alignment between business goals, technical solutions and architectural standards.
6. Work as part of an agile, multi-disciplinary team, collaborating closely with product owners, developers, testers, and stakeholders to ensure requirements are understood and delivered.
7. Define and prioritise user stories, maintain product backlogs, and support sprint planning and reviews, contributing to iterative solution design and delivery.
8. Communicate complex, technical information clearly with stakeholders at all levels, adapting style and techniques to the audience.
9. Build and manage relationships with stakeholders at all levels, facilitating workshops and meetings to elicit requirements, validate solutions and manage expectations.

10. Plan and support user acceptance testing and technical validation activities (e.g. integration and performance testing) and ensure effective communication of issues, insights and updates to cross-functional teams.
11. Adopt and adhere to established principles and standards for design, branding, architecture, and documentation.
12. Attend, actively contribute to, stand-ups, team meetings, community of practice, and other relevant forums.
13. Maintain and expand personal knowledge and skills, championing business analysis best practice and contributing to the community of practice, development of standards, tools and templates and identifying opportunities for service and process improvement,
14. Provide guidance, coaching and support to less experienced colleagues.
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)

- Experience as a Technical Business Analyst carrying out requirements engineering, business process modelling activities (Application/Interview).
- Experience creating and analysing technical documentation and a in depth understanding of system architecture, APIs and data structures (Application/Interview).
- Understanding of business analysis techniques e.g. process and data modelling, user story mapping, prioritisation frameworks (Application/Interview).
- Experience of facilitating workshops, interviews, and meetings to elicit and validate requirements, influencing discussions to reach consensus (Application/Interview).
- Relevant business or systems-based degree, or equivalent experiential learning (Application).

- Strong analytical and problem-solving skills, with the ability to use data and evidence to inform decisions (Application/Interview).
- Excellent communication skills, with the ability to explain complex concepts clearly to technical and non-technical audiences and the ability to build and manage relationships with colleagues and stakeholders at all levels (Application/Interview).
- Experience working in a team environment, motivating colleagues, and ensuring projects are delivered (Application/Interview).
- Ability to manage competing priorities and deliver to deadlines in a fast-paced environment (Application/Interview).
- Commitment to personal professional development (Application/Interview).
- 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)

- Familiarity with SQL, data modelling and integration tools (Application/Interview).
- Formal Analysis, Agile, or Project Management qualification (Application).
- Experience working in multi-disciplinary agile teams, particularly in Higher Education (Application/Interview).
- Experience using AzureDevOps tooling and experience with enterprise systems such as Azure Integrations Services, Microsoft Dynamics 365, Ellucian Banner (Application/Interview).