Business Systems Analyst
Directorate of Estates & Campus Services

Closing date: 7 March 2019
Interview date: To be confirmed
Vacancy reference: 4851
INTRODUCTION

The Directorate of Estates and Campus Services operates a range of enterprise systems to underpin the vital services it delivers to the University, including Planon (space data, maintenance and room bookings management), Syllabus Plus (timetabling services), KxStudent (student accommodation), KxParcels (parcel delivery), Imprest (project management), Kronos (attendance and timekeeping) and other specialist estates management solutions.

The specialist systems resource service all colleagues across the directorate and work in very close collaboration with IT Services and the Business Intelligence Unit to shape and deliver an information strategy for the directorate.

The Business Systems Analyst is an existing role which will join the team to help provide highly effective end-user technical support, help deliver excellent and accurate management information and reports and will support day-to-day operation and maintenance of our enterprise systems, working in partnership with key business owners. The team will also work on new initiatives and projects to deliver new functionality, by testing, upgrading and further developing our enterprise systems and their associated processes in accordance with our new all-digital vision and emerging information strategy.

Stephen Talboys,
Director of Estates and Campus Services
Main purpose of the role
To support users of systems applications and ensure they are configured appropriately to support the business needs of the department.

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)

- Work as part of the Business Systems Team, with delegated responsibility for the Business Systems Manager
- To provide a frontline help, advice, problem and fault resolution service to users of DECS enterprise systems applications
- To test and configure new and upgraded software applications
- To record reports of hardware/software problems and liaise with colleagues and external contractors to ensure their effective resolution
- Plan and deliver training to system users (team colleagues and staff in other departments), with appropriate documentation
- Produce accurate documentation of systems processes and procedures
- Create database reports, using appropriate tools and analyse data to support management information reporting
- Make configuration changes to the DECS enterprise systems to support business processes
- Perform annual systems rollover, setup and configuration tasks for each new academic year
- Participate in projects to procure and implement new systems by providing input and information within the area of expertise
- Support continuous efforts to improve the efficiency and effectiveness of DECS enterprise systems and other services, processes and procedures, working closely with colleagues to identify and implement changes
- Communicate effectively with staff from other departments regarding all aspects of relevant services

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to degree level or an equivalent professional qualification or experience.</td>
<td>Essential</td>
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## Knowledge

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<tr>
<td>Knowledge of relational databases and associated management systems</td>
<td>Essential</td>
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<td>Advanced knowledge of Microsoft Excel for data manipulation and statistical analysis</td>
<td>Essential</td>
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<td>Knowledge of SQL, in particular within an Oracle and Microsoft environment</td>
<td>Desirable</td>
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<td>Knowledge of IT service management principles</td>
<td>Desirable</td>
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<td>Knowledge of Oracle or Microsoft SQL Server database development tools</td>
<td>Desirable</td>
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<td>Knowledge of at least one programming/scripting language</td>
<td>Desirable</td>
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<td>Knowledge of business analysis, the software development life-cycle and software testing</td>
<td>Desirable</td>
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<tr>
<td>Knowledge of data manipulation and reporting tools, such as Microsoft SQL Server Reporting Services, SAP Business Objects or Tableau software</td>
<td>Desirable</td>
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<td>Knowledge of at least one cloud application platform (Google, Azure, AWS)</td>
<td>Desirable</td>
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<td>Knowledge of at least one agile methodology</td>
<td>Desirable</td>
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## Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tr>
<td>Ability to convey technical information to colleagues with varying degrees of IT literacy</td>
<td>Essential</td>
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<td>Ability to demonstrate good troubleshooting and problem-solving skills</td>
<td>Essential</td>
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<td>Ability to work in a consistently reliable and accurate manner</td>
<td>Essential</td>
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<td>Ability to work independently and as part of a team</td>
<td>Essential</td>
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### PERSON SPECIFICATION

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<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of using initiative and working as a member of a team</td>
<td>Essential</td>
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<td>Experienced in using multiple IT systems simultaneously to manipulate information</td>
<td>Essential</td>
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<td>Experience of writing documentation for IT systems</td>
<td>Desirable</td>
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<td>Experience of working within an HE environment</td>
<td>Desirable</td>
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<td>Experience of using or supporting specialist accommodation or timetabling software</td>
<td>Desirable</td>
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<td>Experience of using the SITS student records system (or other large student records system)</td>
<td>Desirable</td>
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### Personal attributes

| Excellent interpersonal skills with the ability to work as a member of a team | Essential             |
| Ability to adapt to changing priorities, work to deadlines and work under pressure | Essential             |
| A logical and methodical approach to problem-solving                         | Essential             |
| A commitment to delivering a high-quality customer focused service           | Essential             |
| Able to work on multiple projects simultaneously                             | Essential             |

### Additional personal attributes

The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: DECS values

| Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others. | Essential             |
| Have strong team spirit and pride in your standard of work.                                       | Essential             |
| Value colleagues and support their commitment to behaviour that is consistent with DECS core values. | Essential             |
Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to learn, live and work.

Our role is 'to provide services and facilities to the core business of the University and the wider University community'. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University's operational needs.

DECS is split into three main areas of service delivery, each overseen by a Director:

**Estates Operations**

Are responsible for providing a 'fit for purpose estate', ensuring:

- well-planned operations and maintenance of the University’s Buildings and Grounds, whilst meeting environmental sustainability objectives;
- the efficient provision of requisite infrastructure and of utility supplies;
- that the University’s Estate meets health, safety and other statutory compliance requirements.

**Estates Development**

 Leads the sustainable development of the campus:

- setting out the vision, master plan framework, estate strategy and design standards for the campus;
- forms and manages the programme of investment projects, including for new buildings, infrastructure and the refurbishment of existing assets to meet the needs of the University

**Campus Services**

Oversees a range of critical services to deliver a great experience for students, staff and hosted businesses:

- ensuring the efficient allocation of University space through managing the University’s residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and space planning activity;
- providing effective facilities services including cleaning, travel and mail room services;
- leading highly-engaging customer relationship teams, through operating a range of receptions, and the Facilities Helpdesk;
- ensuring teams in business systems, marketing and communications, recruitment, training and general administration support the best possible decision making across DECS

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: [DECS Values](#)

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.
The University of York opened in 1963 with just 230 students. In 2018, it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7370
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 7 March 2019.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and/or by answering questions.

Help and assistance

Direct any informal queries to Steve Austin at steve.austin@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835