Data warehouse business analyst

Role brief

<table>
<thead>
<tr>
<th>Directorate</th>
<th>Operations and governance</th>
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<tbody>
<tr>
<td>Base location</td>
<td>Bristol or Harwell</td>
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<tr>
<td>Grade</td>
<td>Grade J (12 months fixed term)</td>
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<tr>
<td>Date</td>
<td>October 2015</td>
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<td>Reports to</td>
<td>Data warehouse and business intelligence specialist</td>
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<tr>
<td>Responsible for</td>
<td>Business analysis and requirements gathering across the enterprise data warehouse project</td>
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1. Background

This is a new role in the directorate of operations and governance. That directorate, working closely with finance and commercial, will bring together into a single management framework all back office functions that support the operations and governance aspects of Jisc’s offering. These will optimise Jisc’s activities in these areas as a cohesive whole in order to help enable people in higher education (HE), further education (FE) and skills in the UK exploit fully the possibilities of modern digital empowerment, content and connectivity. Jisc will have high quality support services in place across the organisation, which are not simply fit for purpose, but act as exemplars to others.

The operations and governance team will work together and will collaborate with colleagues across Jisc to contribute to the delivery of the aims set out in the Wilson review. Working collaboratively with colleagues as required, operations and governance will:

- Ensure we meet our regulatory requirements as a company limited by guarantee and a registered charity
- Ensure effective governance and well supported board and committees, engaged with the key strategic issues
- Ensure each funder is clear how Jisc supports their own objectives and context and that Jisc delivers incredible value for money
- Ensure each of our owners is clear how Jisc supports their members (our customers) and the value and impact of Jisc’s work
- Revise our governance as necessary in the context of establishing Jisc as a VAT cost sharing group
- Provide an effective and high quality support team for the chief executive and leadership team
- Establish a strategic support unit to deliver efficiency and impact data to evidence value and strategic impact within the sectors and to our communities
- Ensure there is a performance framework in place to ensure understanding of how we are performing against the delivery of our strategic objectives, which individual functions and business units evaluate and report their performance against agreed operational targets
- Responsive and appropriately staffed human resources team, agreed pay and reward and performance framework in place; focus on organisational development
- Ensure robust health and safety processes and measures and monitoring are in place
- Deliver an agreed IT and information management architecture and systems to support the organisation
2. Purpose and scope

The purpose of this role is to act as a liaison between Jisc business units and data warehouse technical development team to ensure business requirements are understood and translated into functional and technical requirements. This contract will cover a 12 month period that will be aligned with an initial requirements gathering phase as part of a green-field enterprise data warehouse build.

The data warehouse business analyst will work with stakeholders from business units throughout Jisc, our technical partners and relevant third parties to gather and record user requirements for the data warehouse and subsequent reporting. They will closely work with the project team to ensure user requirements are understood before and during the development phase.

The post holder will be responsible for engaging with project managers, developers, system owners and business users to ensure processes are defined, documented and translated into technical requirements in order for the development teams to build and deliver solutions.

The data warehouse business analyst will be a member of the data warehouse project board, and formally report to the data warehouse and business intelligence specialist.

3. Key accountabilities and role outputs:

Responsibilities will be expected to be developed and finalised over time and will include but will not be restricted to:

- Work with stakeholders across the business to ensure that user stories are clearly defined, delivered and approved for deployment.
- Work and collaborate with other business analysts to achieve a common goal.
- Translate business requirements into detailed system requirements and technical design specifications.
- Investigate, model, define and document required business processes, including business processes that improve data collection and quality.
- Carry out requirements analysis for change requests including requirements gathering and participating in workshops to understand project objectives and scope.
- To work with other business analysts and members of group infrastructure to develop realistic solutions to business requirements, taking into account budgets, timescales and costs
- Support the development of training and implementation material
- Assist in integration and acceptance testing
- Participate in sprint planning where applicable
4. Skills, knowledge and experience

Essential

- Excellent communication and interpersonal skills – able to liaise with staff at all levels in the organisation
- Enthusiastic and motivated personality
- Strong analytical and problem solving skills
- Excellent writing skills, with the ability to create clear requirements and specification documentation
- A basic understanding of data systems, system architecture and data warehouses
- Experience of requirements gathering for a data warehouse or similar data systems
- Ability to work with system users to elicit and formally define their requirements
- A good understanding of the agile project management methodology
- Exposure to data governance frameworks and protocols
- Experience of using cloud based applications, for example Salesforce, Office 365 and SharePoint
- Strong ability to extract information by questioning, active listening and interviewing.
- Ability to work on own initiative within agreed boundaries
- Ability to work under pressure and manage conflicting priorities
- Be flexible and adaptable
- Willingness to travel to different Jisc offices and other locations as required by the role

Desirable

- Understanding of the Kimball data warehouse lifecycle business requirements methodology
- Knowledge and experience of using data bus matrices
- Understanding of financial and accountancy terminology
- Knowledge of the UK education sector
- An understanding of basic database principles and terminology
- Experience of system testing and creating test scripts
- Understanding of the principles of IT security and data protection
- Experience using agile project management tools such as pivotal tracker
- Experience of working in a technology-focused company

5. Key contacts

- Head of digital technology
- Director group infrastructure
- Business process manager
- Chief operating officer
- Jisc leadership team members and teams
- Heads of Jisc corporate functions and senior managers and colleagues across the organisation
- Information management board and project team
- Higher education/further education stakeholders
- Customer and sector representatives at all levels
- Jisc partners and collaborators including commercial providers

IMPORTANT ADDITIONAL INFORMATION

The data warehouse and business intelligence specialist will discuss all elements of the role brief with the appointee on appointment and after six months, recognising that some elements may need changing.