

Job Description

Job Title: Business Systems Analyst

About SLC

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

Company Mission

We enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

Company Vision

Our vision is to be valued as a digital, customer-focused, centre of excellence.

Job Details

Overview of department:

As the SLC transitions into a company which places technology at the very heart of its business, we are recruiting Business Systems Analysts (BSA) to join our team in Glasgow. We are looking for BSAs with experience of end to end product support, requirement analysis, evaluating and prioritisation of work and working collaboratively on solutions.

We have a bias towards open-source technology, automation and continuous improvement to develop our micro-services across a distributed architecture. We work in a highly collaborative, energising environment focused on delivering for customers whilst developing its people in the process.

Working in agile, multi-disciplinary teams, we deliver measurable improvements in customer satisfaction while reducing costs which benefits both customers and taxpayers alike.

You will work in an agile environment in a multi disciplined team where business systems analysts, developers, testers and product owners all work together to develop great products for our customers.

We are looking for self-driven individuals who are passionate about their career and keen to develop further, to discover new ways of working and step out of their comfort zone.

Grade:

Grade 3

Reporting to:

Digital Delivery Manager

Job Purpose:

Gathering and analysis of system requirements/stories and design of solutions for a range of internal ICT services and products

Support of live systems involving defect analysis, prioritisation and solution design

Represent ICT to stakeholders and stakeholder interests within ICT

Collaborative solution design within and between multidisciplinary technical teams

Key responsibilities:

Analysis

- Understanding user needs, priorities and the value which can be delivered by the product
- Undertaking structured analysis and discussion with users, the Product Owner and other stakeholders to elicit functional and non-functional requirements and/or user stories
- Validating requirements, solutions and assumptions with relevant stakeholders and building consensus around the best way forward
- Producing necessary documentation as required in line with SLC standards
- Reporting and escalating progress, risks and issues effectively in line with agreed team process

Design

- Contribute towards solution design, ensuring solutions are value driven, usable and appropriate taking into account the potential benefits and constraints
- Working with UX designers as required to ensure that usability and accessibility are considered in solution design

Collaboration

- Working with the team to break requirements into appropriately sized user stories
- Collaborating with developers, testers and others within the team as required as part of story kick-offs, mid-story demos, handovers, desk demos and so on
- Working with users and the Product Owner to understand the business value associated with each story such that this can be communicated to the team to allow better decision making
- Working with the team to ensure appropriate levels of detail (including acceptance criteria) exists and is documented for all stories at each stage of the process
- Providing input into estimating sessions to allow the team to understand requirements and validate assumptions such that stories can be sized
- Working with the team to contribute to impact assessments, change requests and providing high level estimates where needed
- Working with the Product Owner, Delivery Manager and other team members to manage the story backlog including prioritisation and understanding the minimum viable product for each solution (and where appropriate minimum testable, usable and lovable products)
- Working with the team to analyse issues, understand root cause and agreeing solutions
- Working with other teams to identify and manage functional impacts and dependencies

Continuous Improvement

- Contributing to continuous improvement within the team – identifying areas for improvement and working with the team to make the necessary changes
- Full participation in all Agile ceremonies (stand up, planning, estimating, retrospectives), including facilitation as appropriate
- Keeping up to date with emerging technologies and techniques in area of expertise
- Contribute to technical community initiatives

Knowledge, Skills and Experience:

A degree or other higher education qualification in a numerate discipline and/or equivalent experience within a commercial IT environment
Experience working as a business analyst (or equivalent role) in a commercial IT environment,
Experience of the full product lifecycle
Familiarity with digital and web service solutions
Awareness of Open Source and cloud technologies
Excellent communication skills with the experience working at all levels of an organisation
Ability to rationalise complex information and make it understandable to a range of stakeholders – the ability to explain technology to the business and the business to technologists
Demonstrable persuasion and influencing skills
Excellent workshop, meeting, facilitation, communication and presentations skills
Experience in defect analysis in support of live systems