

Job Description

Job Title: System 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:

The System Analyst role sits within the Repayments Directorate in SLC. As a member of the System Support team you will be responsible for the support and development of the system.

Grade:

Grade 3

Reporting to:

Tallyman System Manager

Job Purpose:

To drive and implement a comprehensive test strategy using appropriate testing techniques and tools.

To progress and coordinate the resolution of Live problems and issues, performing analysis to identify impact and potential solutions.

To provide 1st line support of the system and to system users.

To facilitate knowledge transfers to other members within the team.

Key responsibilities:

- To work closely with lead analysts to understand and define the system requirements/acceptance criteria of user stories and upcoming features.
- To understand the impact of software on other areas of the system and identify gaps in the requirements.
- To identify the scope of testing including system test and regression testing and apply test techniques to ensure coverage.
- To work with external developers to ensure a comprehensive and robust suite of automated tests from system tests to user journey tests.
- To identify data requirements to satisfy test cases and create and maintain test data.
- To ensure continuous exploratory/manual testing of each functional area/user story to

demonstrate working functionality/user stories.

- To check outputs including screen, file and database updates to ensure system effectiveness.
- To prepare for and undertake software implementations and provide ongoing support post delivery.
- To coordinate resolution plans and the life cycle of all system problems.
- To undertake analysis of technical and functional problems and implement solutions.
- To identify trends and potential problems to prevent them from occurring and to minimise the impact of problems that do occur.
- To allocate problems to the appropriate development team where they cannot be resolved internally.
- To develop and maintain management information reports and ensure appropriate checks are in place to control the integrity of all reports reproduced.
- To ensure system performance is optimised and provide system support to users.
- To ensure processes used within the team meet quality standards and champion the use of new practices where appropriate.
- To prepare documents for internal and external use to agreed standards.
- To discuss and review outputs produced by team members and ensure standards across the team are maintained.
- To raise and escalate issues to lead analysts.
- To participate in team meetings including planning meetings and daily updates.
- To keep up-to-date with emerging technologies.
- To work with minimal supervision.

Knowledge, Skills and Experience:

- A further education qualification in a computer related discipline or demonstrable relevant practical experience.
- Proven track record of testing software developments in a structured environment, including the production and review of UAT plans.
- Ability to question team members and SMEs to discover details of proposed functionality, rather than gather all information from formal documentation. To then fully understand the scope of testing, including which business processes and system functions need to be included.
- Ability to test partially-completed functionality, understand what a defect is and what has not been implemented yet, and provide constructive feedback to developers.
- Experience of defect lifecycle and ability to advise on tests to put in place after fixes are made.
- Ability to work in a continually changing environment, adapting to changing requirements and priorities at short notice.
- Ability to propose improvements on project practices and processes to improve effectiveness of the team and delivery of system changes.
- Sound technical, analytical, and problem solving skills.
- Strong communication and interpersonal skills enabling the jobholder to build relationships with staff at all levels of the business.
- Good team player with excellent written and verbal communication skills. Ability to interact and collaborate with people from development, business analysis, project management and SME disciplines.
- Ability to work on own initiative and manage own time and workload.

Desirable:

- ISTQB certification
- SQL experience
- Good understanding of debt collection systems (preferably Tallyman) and other SLC systems