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| **Police Staff** **Business Systems Analyst**  **Role Definition: TBC** |

**ROLE DEFINITION**

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| Dept / Area Command: | Information & Communication Technologies Department | http://domcms/icons/ecblank.gif | Section: | Application and Data Management |
| Post Title: | Business Systems Analyst | http://domcms/icons/ecblank.gif | Post Reference: | YI223 / 14588 |
| Post Grade: | Grade I | http://domcms/icons/ecblank.gif | Location: | As required within the Force area including home working |
| Car User Status: | Casual | http://domcms/icons/ecblank.gif | Telephone Allowance: | Mobile Provided |
| Shift Allowance: | n/a | http://domcms/icons/ecblank.gif | Standby Allowance: | n/a |
| Weekend Enhancement: | n/a | http://domcms/icons/ecblank.gif | Contractual Overtime: | n/a |
| Line Manager: | Principal Analyst | | | |
| Staff Responsibilities: | Allocated Staff and Trainees | | | |
| Purpose: | To undertake benefit analysis and process mapping of system and technical developments which support business change, identifying potential efficiencies to produce a detailed business case. Prepare functional and technical specifications to support the implementation of technical change and undertake post implementation review to ensure end users receive a quality service. | | | |
| Vetting: | RV – access to official sensitive and occasional secret information | | | |

**Key Responsibilities:-**

1. Perform Stakeholder analysis to ensure that the organisation is fairly and accurately represented when designing systems and gathering requirements.
2. Lead the business analysis phase of technology projects, gathering, scoping and documenting business requirements relating to technical change delivery including, where applicable, process analysis/mapping to identify any gaps in processes & system provision as well as any potential efficiency gains and also support the business in identifying required business change.
3. Contribute to the design of enhancements to existing computer systems and the development of new applications in order to effect improvement and ensure user experience is at the forefront of any design.
4. Perform system analysis, data mapping and modelling and prepare functional and technical specifications based on User requirements to support the development and implementation of technical change, ensuring that documentation remains fully maintained.
5. Liaise with suppliers of externally sourced systems contributing to configuration and development design, carrying out any required monitoring and testing to ensure compliance with user requirements and specifications and, when required, provide training to users.
6. Work with the Test Manager to establish testing requirements and produce test scripts as well as performing system and/or regression testing of system development to ensure that the system meets the acceptance criteria prior to its exposure to Users for User Acceptance Testing and implementation.
7. Support the Users, where necessary, in their performance of User Acceptance Testing and contribute to business readiness.
8. Liaise with internal / external user groups, manufacturers and suppliers, attending meetings as required to progress work of the section.
9. Perform and document Post Implementation Reviews and Agile Retrospective Reviews to identify potential improvements in project process and change management.
10. Identify and escalate risk with regard to system design and development.

**The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.**

**Essential Skills, Experience and Qualifications**

* Educated to degree level (or equivalent relevant experience)
* Software delivery lifecycle experience
* Technology and ICT background
* Systems Analysis experience, including UX design and specification
* Requirements Elicitation and Specification experience, including User Stories
* Testing experience
* Customer Service and Stakeholder management experience
* Strong communication, writing, consulting and client facing skills
* Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions
* Data Analysis experience
* Effective, pragmatic negotiating skills

Desirable:

* Knowledge of Atlassian’s Jira ITSM solution
* Experience of working in a public sector or police force environment
* Knowledge of ITIL4 lifecycle