

Job Profile

Business Process Analyst

(Job Ref: BPA-H-J18)

Job Title	Business Process Analyst
Reporting to	Group IT Business Solutions Manager
No. Reports	None
Business Unit	Central
Location	Hillsborough (Northern Ireland)
Contract Type	Permanent

Job Summary

The Business Process Analyst provides business management services to the department and business:

- Act as engagement lead between IT and business stakeholders
- Assume full solution ownership within remit
- Work closely with the specific functions/departments, to ensure our system capabilities are fully exploited and provide added value to function/department and overall business
- Act as contact point between system provider, business functions/departments and all other IT colleagues and responsible for ongoing exploitation
- Maintain and control test plans for key systems during upgrade process
- Provide and advise on governance, process and change control
- Support the design, implementation and deployment of new Business Systems
- Ensure training and documentation requirements are fulfilled

Job Description

KEY ACCOUNTABILITIES

Exploitation - System Usage/Development

- Support Function/Department and process representatives to identify and prioritise key Business issues that need IT Solutions
- Develop an understanding of the key business functions and systems used within the business - subject matter expert in key business areas
- Provide input into the Applications Portfolio and roadmap for key systems areas based on knowledge and business understanding
- Lead function in exploiting current systems full potential
- Facilitate the preparation of IT Capex project and business case expenditure
- Develop system change requests together with Key Users, based on the agreed change request process
- Continuously seeks opportunities and proposes process changes to functional teams to ensure efficient usage of the systems
- Ensure ongoing compliance to agreed standard system solutions
- Apply standard Process Change/Project Governance processes to all business requests

User Support

- Assume ownership for all business function requests within remit
- Manage and own case/issues log with 3rd party vendors
- Escalate Service Level Agreement issues/non-deliverables to Group IT Business Solutions Manager

Training & Documentation

- Contribute to solutions training strategic and tactical plans
- Develop, deploy and maintain training materials for key systems within remit
- Identify, prepare and deliver training needs within remit

- Facilitate preparation of business process and end-user documentation, advise of updates in areas of responsibility
- Proactively ensure all IT documentation for change requests, projects and processes are prepared & validated in a timely manner/in accordance with initiative delivery plan

System deployment

- Support business readiness throughout deployment journey
- Lead system acceptance testing during software release
- Manage system requirements during testing phase
- Facilitate user acceptance and sign off process with business function/department representative
- Integration and regression testing during Release Strategy
 - Prepare test data
 - Run test cycles with business users
 - System functionality sign off
- Instigate and maintain device set-up standards to meet systems requirements, support as required

Demand Management

- Receive and prioritise business requirement requests within demand planning cycle
- Adhere to Graham IT project management methodology

This job description is intended to give the post holder an appreciation of the role envisaged for the Business Process Analyst and the range of duties to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.

Person Specification

CORE Competencies

<u>COMPETENCIES & SKILLS</u>		
Leadership	Teamwork	Vendor Management
Judgement	Communication	Project Management
Business Acumen	IT Testing	Process Management
Innovation	Change Management	Quality

Technical Competencies

Essential

- 3rd level IT qualification or relevant business experience
- Proven success in delivery of business systems and/or services

Other Information Pertinent to the Position

Job is located at Head Office.

Some travel to other sites may be necessary.

Provision of application support, outside normal working hours may be required to minimise business disruption and downtime.

The above accountabilities are not exhaustive and you may be required at the Company's discretion to undertake other duties from time to time.

Our Commitment

GRAHAM aims to be an employer of choice for people from different backgrounds and to promote respect for the individual and equality of opportunity. We believe that everyone should be treated solely on the basis of personal merit and contribution throughout their GRAHAM career journey. The diversity of our people, their skills and abilities is the strength that helps us achieve our best.

We will only consider applications from individuals who are eligible to live and work in the UK as per Home Office regulations. Please check your eligibility with the regulations before applying, as we will sponsor a work permit on your behalf. Individuals with a current time restricted right to work in the UK should contact the Human Resources team in the first instance.

Please apply by uploading a comprehensive and targeted CV with your relevant experiences via www.grahamconstructioncareers.co.uk. All applicants must also complete an online monitoring form.

Quote Reference No: BPA-H-J18

Closing Date: 18th January 2018