



Job Description and Person Specification

Job Title:	Systems Analyst
Department:	Corporate Services
Section:	Transformation and Technology
Grade:	Professional/Specialist
Responsible for:	N/A
Responsible to:	Systems Manager

Purpose of the post: A critical, multi-faceted role that covers the implementation, ownership and support of third party and in-house solutions by way of managing product backlogs and development roadmaps.

Principal Accountabilities

- Ensure adherence to the Agile software development lifecycle, resulting in the planning, design, building and testing of new software iterations, based on business need.
- Work closely with the development team during Scrum events, overseeing each iteration of product development and supporting each sprint.
- Work closely with the infrastructure team to ensure architectural standards, disaster recovery and business continuity processes are followed, and best practice is met.
- Actively participate in and contribute to all relevant meetings: steering groups, account management meetings, 3rd party user groups, programme management and team meetings.
- Participate as product expert within in business-led projects as part of the wider project team.
- Contribute to the upkeep of systems documentation including operational manuals, processes and procedures for both colleagues and customers.
- Specialise in either Product Implementation and/or Ownership OR Product Services.

Product Implementation Duties & Responsibilities

- Evaluate business needs based on user requirements, culminating in 'build vs buy' analysis to determine appropriate solutions.
- Work closely with Business Analysts to translate business requirements into user stories for the development team.
- Manage the implementation of third-party products, managing relationships with vendors and key internal stakeholders.
- Ensure new products are effectively handed over for both product ownership and product services support.

Product Ownership Duties & Responsibilities

- Act as product owner for one or more business applications, developing and maintaining a working knowledge of the application(s), together with detailed knowledge of the business use cases.
- Maintain strong relationships with third parties in order to realise the development needs of the group by way of active participation in product road-mapping.

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- Define the vision for in-house applications under ownership, architecting new features and developing captured user requirements to ensure products are aligned to business objectives and priorities.
- Prioritise the product backlogs for the development team based on business objectives and priorities.
- Work closely with the Business Analysts on projects and new initiatives to ensure a consistent approach when considering both business requirements and product capabilities.
- Ensure new product features are effectively handed over for support by product services and by 1st line and remain under continual review.
- Manage third party application upgrades and patches, working with system support analysts to ensure successful delivery through repeatable processes.
- Managing the provision of product services support and system support analysts, along with third parties.
- Keep appraised of new technologies and innovations with a view on how they could improve business processes and systems.

Product Services Duties & Responsibilities

- Develop a working knowledge of products across the business application estate.
- Collaborate with Product Owners to enhance products, identify trends and facilitate root cause analysis to improve service performance and end user experience.
- Undertake application upgrades using agreed methodology and documentation, implementing formal test plans and to design and manage User Acceptance Testing.
- Deliver system change requests, ensuring all application changes are appropriately tested and documented following agreed procedures.
- Provide 2nd line product support, working with both 1st Line and Product Owners to address incidents.
- Provide 3rd line product support where required, working together with Product Owners and third parties to resolve incidents.
- Act as Problem Manager for critical priority system issues in-line with the agreed T&T process.
- Contribute to business-led technology projects in conjunction with the Product Owners, by supporting the development of new processes and procedures in line with best practice use of IT applications.
- Ensure changes to product support are effectively handed over to 1st line system support, where required.
- Provide guidance and training to other IT colleagues and customers as required.

The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Cultural Values

- Do the right thing.
- Make a difference.
- Work together.
- Keep learning.
- Give all you've got.



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Group Responsibilities

The post holder will act as an ambassador for Gentoo Group.

The post holder must at all times comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness and respect. The post holder will be expected to have an understanding of inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

The post holder must at all times comply with the Health and Safety policy and procedures and must draw to their manager's attention any unsafe working practice and conditions.

The post holder will comply with the Information Security policy and must draw to their manager's attention any security breaches.

The Group places great importance on sustainability and environmental management. It is the responsibility of the post holder to ensure that in their day to day activities they embrace sustainability and minimise the Group's impact on the environment by minimising waste and maximise recycling, saving energy, and travelling smarter in accordance with the Environmental Policy and Planet Smart Charter.

Employee Name:	
Employee Signature:	Date:

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This Person Specification lists the essential skills, attributes and experience that are necessary in order to successfully carry out the job. **Please illustrate on your application form how you meet the requirements of the post.**

Skills and Experience

- Relevant IT qualification or equivalent experience.
- Comprehensive knowledge of Agile SDLC.
- Demonstrable experience within a Product Owner role.
- Experience with Agile management software, preferably Jira Software.
- Experience developing software in some capacity (frontend, backend, database etc).
- Strong knowledge of system architecture and infrastructure (networks, virtualisation etc).
- Excellent communication skills, both verbal and written.

Attributes

- Ability to multitask and manage multiple priorities
- Meticulous attention to detail
- Ability to communicate with both technical and non-technical stakeholders

Other Requirements

In addition, we would expect that the successful candidate will meet the following requirements. You should make reference to them, however we will not shortlist against these criteria:

- Able to meet the travel requirements of the post.
- Able to work hours required to meet the needs of the service.
- Flexible approach to work.