Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job Title: Business Applications Analyst

Department / Division: DTS   **Accountable to:** Head of Business Applications

Job Summary

This role offers third-line support for delivering business applications and reporting tools with a focus upon a high-quality user experience and enhancing productivity to meet business goals. They will act as a supplier of business applications to the service lines and end-users and engage in the administration and technical support of business applications.

This role will work with product owners and other team members to maintain business applications throughout the service life cycle ensuring continual service improvement. They will also support reporting tools and systems to enable accurate management reporting as well as the incident management of issues relating to integrations between business applications and database services.

This role also offers third-line support for delivering COTS ('ready-made', largely un-customised applications) with a focus upon a high-quality user experience and enhancing productivity to meet business goals. They will act as a supplier of COTS to the service lines and end-users and engage in the administration and technical support of COTS.

They will work closely with the Platform services team for application deployment and platform requirements.

This role will maintain COTS throughout the service life cycle ensuring continual service improvement

All members of the Data and Technology team will be driving the services to be delivered in a more optimised and utility fashion, freeing up internal resources to focus on adding value to the rest of the LSE. This role is no exception and will be expected to contribute to a shift left approach through use of trusted third parties for utility activity.

Operational duties

- Devolving support tasks to front line services or service lines (shift left) to improve efficiency of the service
- To Install, upgrade, manage the configuration of applications in collaboration with other colleagues
- To perform planned maintenance tasks as determined by the maintenance roadmap
- Contribute specialist knowledge of applications to inform the Business Application Manager in planning & resourcing decisions
- To maintain and monitor integration between applications and database services handling incidents and escalating as appropriate to the DBAs and Business Application Specialist
- Liaise with external and internal suppliers to escalate issues and review performance of an application or system
- Communicate and liaise with service lines and front lines services as well as product owners and end users to minimise disruption during planned maintenance tasks
- To contribute to resource mapping and the review of the maintenance roadmap to assist in monitoring and managing the total cost of a service
- To contribute to the smooth transitioning of applications to the operational environment as managed by the service transition process owned by Solutions and Partnering
- Identifying opportunities for enhancing productivity and the user experience through managing new features
- Ensuring new features are released in a secure and accessible manner.
- To work with third parties and internal suppliers to improve and monitor the performance of business applications and to measure this improvement
- Work with vendors for vendor supported applications, serving as technical support between the vendor and internal customers. Completes initial troubleshooting of issues before contacting vendor.
- Develops tests to troubleshoot problems, plan, test and implement solutions.
- Proactively analyses, reviews, and alters application software to increase operating efficiency, adapt new requirements, and to correct errors.
- To have knowledge and experience of cloud technology relating to Business Application services
- To work with colleagues within Data and Technology services to ensure the successful deployment of Business Applications

Organisation and Planning

- Advises on costs and timescales to inform the Infrastructure replacement plan to ensure lifecycle management of business applications
- To implement maintenance tasks as determined from the infrastructure replacement plan
- To provide guidance on the licensing of business applications
- Maintain reference documentation such as schematics, technical guidelines, operational standards and details of IT assets.

Transparency and Measurement

- Ensure all business application services are maintained and monitored against agreed service standards.
- To contribute to the measurement of the total cost of services through resource mapping and accurate maintenance cost estimation

Communication

- Promote the functions and features of business applications to service lines and where appropriate end-users

- Develops technical and user instructions and documentation and may provide training on new or changed applications for both customers and departmental employees.
- To participate in and coordinate user groups and workshops to analyse the operational requirements for business applications and timelines for new feature release
- Ensure communications with colleagues across the school is conducted in an empathetic and professional manner

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.