



Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

Job title: Senior Technical Business Analyst and Tester

Department/Division: Academic Registrar's Division
Accountable to: Head of Enterprise CRM and SRS

Competency	Evidence	E/D
Knowledge and Experience	Extensive experience in working as a business analyst and/or test analyst for large scale business systems to provide effective user focused solutions.	E
	Extensive experience in initiating and managing change in business processes and IT solutions.	E
	Demonstrable knowledge of the use of business analysis and testing techniques in the delivery of enterprise solutions.	E
	Extensive experience in writing technical documentation including high level requirements, process maps, users stories, and test criteria.	E
	Strong awareness of Project Management and Business Analysis techniques (PRINCE2, Agile and Business Process diagramming) across the project lifecycle.	E
	Experience of co-designing solutions that ensure data is appropriately managed, data quality is assured, and the user experience is optimal.	E
	A comprehensive knowledge of the systems and data used to support student administration to meet the strategic aims and objectives of a University.	D
	Experience of SITS and/or Salesforce and/or Agile.	D
Team Development	Willingness to share information with colleagues and aid them in their process of learning more about Salesforce.	E
Communication	Ability to convey in both written and oral form technical and complex information in a clear and effective manner to staff at all levels with varying degrees of interest and skills, including to non-technical colleagues.	E



	Ability to find out what users already know so as to determine the appropriate level of detail needed in the response.	E
	Ability and confidence to provide expert advice and guidance about business systems, business processes and user experience.	E
Service Delivery	Experience in providing a high-quality customer-focused service, to escalate and follow-up unresolved problems as required.	E
	Ability to communicate project progress and escalate issues appropriately.	E
	Ability to respond quickly to developing situations and to remain calm under pressure.	E
	Excellent interpersonal skills, including teamwork, problem solving, decision making and communication.	E
Planning and Organisation	Excellent organisational skills, including the ability to plan and prioritise a varied workload to meet deadlines in an efficient and effective manner and be self-motivated.	E
	Ability to manage own workload, and communicate potential conflicts to line managers.	E
	Strategic planner and thinker able to plan, manage and execute sustainable solutions.	E
Initiative and problem solving	Ability to make constructive recommendations and devise creative solutions.	E
	A heightened attention to detail.	E
	Ability to resolve problems in a timely, effective and efficient manner.	E
	Able and willing to quickly gain a detailed knowledge of LSE's processes and how systems support them.	E
Liaising and Networking	Ability to develop a good working relationship with customer department and key stakeholders on a formal and informal level.	E
	Ability to establish good working relationship with external suppliers and statutory customers, including representing the team, the division and the School at departmental meetings, local and national user groups and other fora.	E

E – Essential: Requirements without which the job could not be done.

D – Desirable: Requirements that would enable the candidate to perform the job well.