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 postholder.

Job title: Business Analyst

Department/Division: IMT   **Accountable to: BA Team Leader**

Job Summary

To provide Business Analysis for business improvement projects for IMT at the LSE. Assist in the development and maintenance of Business Analysis techniques and templates to help standardise the way we investigate systems.

To provide direction and guidance to clients on best practice and suitability of IT solutions and developments.

To prepare business requirement specifications and business process specifications.

To liaise with divisional representatives in creating process libraries, based on detailed analysis of end user processes. Implement procedures to ensure that these libraries are accurate and centrally controlled. Propagate the use of IMT process modelling techniques to other divisions in the school.

To manage the customer relationship between IMT and clients.

Duties and Responsibilities

Teamwork
- To provide business analysis in collaboration with clients and other IT support staff for the LSE.
- Assist on the management of development planning for clients.
- Assist as requested in projects to develop new technical platforms for the LSE.
- Manage the customer relationship between IMT and clients.

Problem Solving and Initiative
- Be able to construct viable specifications to address business issues faced by IMT clients.
- Be able to apply knowledge of developments in the HE sector to the benefit of the school.
- Lead, as necessary, the solution of problems on behalf of the user where this involves liaison with other members of IMT, other ICT departments in the School or external suppliers.

Planning and Organising
- Develop and forward plan ICT development in close collaboration with IT Service clients.
- Become familiar with relevant School IT-related procedures and policies (for example acceptable use, data protection and purchasing).
- Manage, escalate and review as required all support requests received in School-wide helpdesk

application and use the system to track progress in problem.

Communication
- Communicate effectively with staff at all levels in IMT and other departments to ensure high quality services are delivered.
- Communicate and liaise with external suppliers and sector partners.
- Produce specifications of requirements and business process maps to a high standard.
- Assist other staff of the department to author documentation as required in support of IMT - this could be procedures or end user documentation, in electronic or paper form.
- Attend appropriate conference/seminar events and effectively disseminate information gained.

Note
The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility
To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

Equality and Diversity
To uphold the School's commitment to equality of respect and opportunity, as set out in the Ethics Code, we will treat all people with dignity and respect, and ensure that no one will be treated less favourably because of their role at the School, age, sex, disability, gender identity, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity, or social and economic background. For the full Equity, Diversity and Inclusion policy statement, please see the EDI website

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.