Longhurst Group

Systems Analyst

Line manager	Systems Development Manager
Directorate	Change, Improvement & IT
Team	Systems Development

KEY INFORMATION

Job title	Systems Analyst		
Location	Hybrid - Midlands / East of England with travel across our geography as required.	Line manager	Systems Development Manager
Salary	Up to £44,900 per annum	Directorate	Change, Improvement & IT
Hours	36.25	DBS requirement	N/A

MAIN PURPOSE OF JOB

Working as part of the Systems Development Team, the postholder will play a pivotal role in the Software Development Lifecycle (SDLC) for Line of Business Applications, with a strong focus on planning, requirements analysis and design of software solutions. You will have knowledge and experience of Waterfall and Agile Delivery Methodologies, as well as understanding of how these align with Project Management Methodologies such as PRINCE 2.

The role will aid in the planning of technical projects by identifying technical solutions from business needs identified and support the Systems Development Manager by contributing towards the estimate of resources, costs, timescales and anticipated benefits (cost saving / efficiency) of proposed solutions (across varying scenarios, i.e.new solutions, enhancements to existing solutions or mitigating the redundancy of existing systems or feature deprecations).

You will carry out analysis of business requirements which have been extracted and validated by Business Analysts, seeking clarification and offering challenge where necessary, in order to drive out functional requirements and carry out detailed systems analysis, inclusive of identifying any potential gaps (with some collaborative support from Technical Architects and / or Developers where required).

The postholder will lead on the drawing up the subsequent detailed and viable technical design specifications (considering scalability, supportability, maintenance and performance) for User Interfaces, System Configuration, Data Configuration, Automation / Workflows, Document management configuration, Data Integrations and / or Data Insight capability (again, with support from Technical Architects and / or Developers). Ideally you will possess good knowledge of Dynamics 365, The Power Platform, SharePoint Online, Teams, Azure, SQL Server, Housing centric applications and varying third party platforms; underpinned by knowledge of User Experience (UX) / User Interface (UI) design techniques, Relational Databases, Data Extraction / Transformation Processes (ETL / ELT), application security and general best practices.

Other responsibilities of the role will include regular collaboration with technical and business facing colleagues to ensure solutions are being built to specification / will meet acceptance criteria, supporting the Test, Release and Support Analysts by carrying out impact analysis of software vendor updates and triaging escalated Service Desk and in-flight project issues, supporting prototyping activities and maintaining technical artefacts (Technical Requirements, Configuration, Entity Relationship Diagrams, Technical Guidance Notes etc.). You will also support Project Managers and Business Analysts with their collation of training content / comms.

The post holder must be a logical thinker, highly organized, an effective communicator, have an eye for detail, possess an appetite for learning and carrying out technical research. They should also be comfortable with working independently and autonomously, as well as in a team setting to achieve individual and collaborative objectives.

CORPORATE TASKS -

A) Contribute to the overall operation of the Group. Help to deliver the corporate vision, values and key messages and promote the effective corporate working of the organisation.

B) Contribute to the operational plans for the Change, Improvement and ICT service ensuring that key objectives are met. Aid continuous improvement and service success.

C) Be responsible for the Group's compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.

D) Represent the Group with internal and external stakeholders, attending meetings, training and conferences as necessary.

E) Champion the Systems Development department through continually improving processes and outcomes for staff and customers.

F) Identify opportunities to grow and develop services, considering Value for Money in all actions.

G) Play an active role in a high-performing, highly engaged colleague team, promoting a culture of excellent customer service.

KEY TASKS AND RESPONSIBILITIES

1. Analyse business requirements and collaborate with Business Analysts and other business facing roles to ensure understanding and prioritization of needs. Offer constructive feedback / critique as necessary

2. Derive high-level concepts for technical solutions and perceived benefits / risks / challenges, including indicative estimates for resources, costs and timescales

3. Aid with prototyping / wire framing exercises and / or the run up of 'Proof Of Concept' solutions to aid Stakeholder visualization and conceptualization of technical design proposals

4. Define functional requirements as interpreted and translated from business requirements (this will encompass mandates for new solutions, enhancements to existing ones or remedial works in light of system redundancies or feature deprecations)

5. Carry out systems analysis and supporting research where required (including fit / gap analysis)

6. Lead on the architectural design and build specification of technical solutions and integrations across Dynamics 365 and The Power Platform, in accordance with best practices. Collaborate with Systems Architects and Developers to verify / sense check proposals, covering:
   a) User Interfaces for Employees, Partners, Third Parties and Customers
   b) Data Structures, encompassing - Data Types, Normalization, Relationships and Validation / Integrity Rules.
   c) Automation and workflows
   d) Electronic Document Management (EDM) functions
   e) File and service-based Data Integrations with internal on-premises and cloud systems in addition to Partner / Third Party / other external systems.
   f) Data Insights – Views, Dashboards and Reports
   g) Application instances
   h) Application Security Roles and Privileges

7. Ensure check-ins on solution development progress to ensure the vision / interpretation of solution operation is understood and fulfilled by Development Team.

8. Engage with Microsoft Wave / Feature release analysis, carry out any research, analysis and / or indicate where remedial work will be required by the Developers / in advance of releases to mitigate risk to live operations. Furthermore, outlining opportunities for exploitation of new features and enhancements to the business.

9. Create and maintain technical artefacts (Technical Requirements, Configuration, Entity Relationship Diagrams, Technical Guidance Notes etc.)

10. Support the Test, Release and Support Analysts with triage of escalated Service Desk Tickets and in-flight project issues / bugs

11. Contribute towards the collation of end user Training Content
12. Be an advocate of continuous self-improvement, understanding your skill gaps and addressing these through self-learning or undertaking courses, in addition to knowledge sharing activities with colleagues and external SME's.
13. Contribute to the improvement of Team and / or Departmental process improvements
14. Build solid working relationships with all project and system involvements and be proactive in sharing knowledge as and where necessary.
15. Arrange and undertake meetings as / when required.

GENERAL REQUIREMENTS

1. To possess good IT skills and be committed to improving skills in this and other areas through continuing training and development
2. To demonstrate and champion the values and behaviours of the Group.
3. To work within all Group policies and procedures, providing a high-quality service and to always have a high regard for the Equality and Diversity Policy.
4. To ensure that data for which you are responsible is accurate and up to date and stored in accordance with the Group's information management procedures.
5. To respect confidentiality at all times and abide by the requirements set out in the General Data Protection Regulations and Data Protection Act 2018.
6. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote health and safety for all.

OUR VALUES

Guided by our core set of shared values, our vision is to improve the lives of our customers and communities. Our values, which are at the heart of everything we do, were created by our colleagues, who help to deliver the excellent services we provide.

In it Together
We stand together as one team with one vision to make a difference to people's lives. Forms working relationships with others inside and outside the organisation and openly promotes and values diversity

Heartfelt Service
Everything we do shows we care deeply about our customers and colleagues. Ensures the delivery of service meets customer requirements both internally and externally.

Own it
We do what we say we do to the best of our ability with pride and passion. Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships.

Pushing the Boundaries
We strive for excellence constantly looking for fresh ways of doing things. Looks for new ways to improve working methods and initiatives to carry the organisation forward

Fun and Fair
We work hard, enjoy it and treat everybody equally with respect and honesty.

ADDITIONAL DUTIES CLAUSE

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

Creation Date:	Jan 2024	Review Date:	Jan 2027

To be reviewed as part of the Job Description review process

Person Specification	Systems Analyst

The Values outlines the key expectations of all Group colleagues. Used together, the Person Specification our Values will ensure new employees will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

Essential Criteria

Certifications/Training and/or equivalent experience in one or more of the following technical focuses – Systems Analysis, Software Development, Relational Databases, Technical Testing, Microsoft Dynamics 365 (Customer Engagement), The Power Platform, SharePoint Online

Experience of working on projects underpinned by Software Development and Project frameworks

Ability to interpret business requirements to carry out functional analysis, transforming business needs into functional requirements

Knowledge and experience of drawing up technical design specifications, based on functional requirements

Understanding of User Experience (UX) and User Interface (UI) Design, System Permissions, Relational Databases and data best practices

Experience and understanding of out of the box functionality / capability of Dynamics 365 (Customer Engagement) and The Power Platform

Understanding of file and service-based integrations and protocols (ETL / ELT / Web API's / REST / SOAP)

Ability to query / interrogate datasets (SQL / Fetch XML as examples)

Experience and understanding of producing data insights (i.e. views / dashboards / reports) as part of native / embedded software capability

Experience of maintaining technical artefacts in administrative systems (i.e. such as Dev Ops, Teams, SharePoint as examples)

Ability to work on own initiative, individually, or within a team setting

Highly organized, able to manage own workloads and keep to agreed timescales / commitments

A logical / methodical thinker

Ability to build and maintain relationships with a wide range of people both internally and externally
Willingness and confidence to challenge ideas and / or offer alternative solutions

Desirable Criteria

Certifications/Training and/or equivalent experience in one or more of the following technical focuses – Microsoft Dynamics 365 (Finance and operations / Human Resources), Programming, Web Programming, API Development, SQL Server Integration Services

Agile/Waterfall and/or PRINCEII qualifications

Experience of troubleshooting technical problems and identifying fixes.

Understanding of out of the box functionality for Dynamics 365 (Finance and Operations, Human Resources)

Understanding of Dynamics Portals / Power Apps Portals

Understanding of underpinning integration platforms and data extraction and transformation tools (SSIS, Kingswaysoft, Azure Data Functions Stack)

Understanding of data maintenance and database administration tasks

Understanding of Programming (C#, Classes, Inheritance, Loops and Arrays) and / or Web Design / Web Programming (HTML, CSS, Liquid)

Understanding of software development pipelines

Experience and understanding of functional / non-functional testing

Experience of other administration tools aligned to the role (Visual Studio, SQL Management Studio, Microsoft 365 Admin Centres etc.)

Experience of working in the Social Housing Sector

Date of Issue	
Employee Name	
Signed by Employee	
Date signed	