

## Role Description

**Title:** Systems Analyst

**Reporting to:** Chief Technology Officer

**To:** Ensure the smooth, timely and successful delivery of business process and technical change specific to designated client accounts.

**In a way that:** Is client and service focussed. Delivering its services so that client feedback is exemplary

**So that:** Woods Valldata has a sector leading client services offering, which is proactive, efficient and acknowledged as sector leading. To ensure customer and internal feedback is exemplary

### Key priorities:

- **Client retention** – by offering proactive, exemplary service standards to all clients
- **Query resolution** – setting sector standards for both quality and speed

### General priorities:

- Support the Chief Technology Officer as required in and around the following areas;
  - System, data, and physical security within the department
  - Health and Safety of all departmental areas
  - Compliance with PCI and GCRTS and other relevant standards
  - Continuous improvement initiatives
- Participate and take an active role in meetings, offering opinion, and helping lead debate
- Work closely and collaboratively with the other teams
- Ensure that all working practices are carried out within agreed standard operating procedures
- Document ways of working and ensure the relevant documents are maintained and updated as appropriate

### Departmental priorities:

- Act as the Lead Systems Analyst on nominated projects
- Determine and document existing systems technical functionality
- Conduct investigations into services, including but not limited to the investigation of data, trend, and incidents
- Develop and/or maintain comprehensive technical documentation relating to nominated projects
- Business process modelling, UML diagrams (use case, requirements mapping, activity flow, state machine, class)
- Work with the development and technical teams to scope, manage and implement change
- Act as a point of engagement with the testing team; production of the user acceptance testing associated with their changes
- Acknowledgment of stakeholder queries within 24 hours of receipt and solutions provided within agreed timeframes
- Update and maintain communication materials associated with nominated projects for use in Woods Valldata

- Provide support to Chief Technology Officer on tasks as required
- Ensure that all working practices are carried out within agreed standard operating procedures

Whilst particular reference is made to the above procedures it is a stipulated requirement that an awareness and compliance is necessary with all relevant Valldata Woods Group Policies and Procedures.

## **Skills and experience:**

### Essential:

- Proven experience in a comparable role
- Thrives in a fast-paced, ever-evolving environment
- Extensive experience of directly briefing IT development and Test Teams on requirements
- Ability to liaise with non-technical teams/clients using non-technical language
- Proven success in managing a number of projects concurrently
- Comfortable liaising with technical teams using some technical language (SQL)
- Ability to read and write SQL & .NET to the level needed to interrogate data and document data flows/mapping
- Excellent communications skills
- Excellent Microsoft Office skills
- Experience within an IT Development environment
- Ability to obtain DBS Clearances
- Analytical and numeracy skills
- Self-motivated

### Desirable:

- Formal IT Qualification
- Formal Business Analyst Training
- Formal IT Service Management Qualifications (such as ITIL)
- Experience in the Charities Sector

**We are one team. We strive for the highest standards. We take ownership. We believe in people. We show integrity.**