

Role:	Senior IT Business Analyst
Location	Dublin (can be flexible however travel to Dublin regularly is essential)
Job Title	Senior IT Business Analyst
Reporting to	Head of IT
Contract	12 Month Fixed-Term.
Salary	€56,823 - €73,536
Probation	6 months
Hours	35 hours
Leave	22 days (+ closed 3 designated days Christmas week)

Clúid Housing is an equal opportunities employer and proud to have been recognised as a top employer in Ireland. At Clúid Housing we firmly believe that our success is down to our dedicated and growing staff body working in every corner of Ireland. Our company is made up of talented people who bring enthusiasm, confidence, expertise, professionalism and respect to our business. Our staff consistently work towards achieving our vision of creating a society where everyone has a great place to live.

Our employees benefit from a great working environment, great learning opportunities, a supportive management team and an extensive benefits package:

- Competitive Remuneration
- Excellent & Continuous Training
- Development Opportunities
- Flexible Working Arrangements
- Access to an Employee Assistance Programme
- Excellent Employee Benefits

If the above appeals to you, then keep reading.....and remember Clúid Housing is proud to be an equal opportunity employer.

Clúid is looking to employ an experienced senior IT Business Analyst, with proven project management skills as well as proven business analytics and data skills, to develop, improve and enhance our data and core application systems that are in use to manage our housing portfolio.

You will be working for the IT department, who are part of a Corporate Services team, offering business analyst services to company, managing several business intelligence, data maturity and systems implementation projects and streams, partnering with the business and IT team, and



sharing your expert knowledge and skills in these areas. You will be working with an IT team of 10 staff, including two internal business analysts, as well as external role players and specialists.

Role: Senior IT Business Analyst

Role Overview: Identifies and implements software and reporting requirements by developing and maintaining data, core business applications and databases. Implements and establishes a data culture underpinned by strong data analytics tools and practices. Supports and develops a self-service business intelligence reporting platform. Manages projects ranging from smaller focused initiatives to larger company-wide transformation projects.

Reporting to: Head of IT

Key responsibilities

Main Duties

Primary role will be as an interface between Business and IT, as a subject matter expert and technical project lead, on key projects and initiatives focused on implementation and development of data and core business applications, databases, business analytics and reporting.

Business Requirements & Functional Specifications

- Evaluate stakeholder needs; analyse business requirements; produce functional specifications and develop software solutions to meet the business needs and as per IT department standards, policies and procedures.
- Elicit, discover and document business requirements from relevant stakeholders.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests into wants and needs.
- Conduct formal cost/benefit analysis of business requirements.
- Identify, produce and document a functional specification by analysing business requirements and using knowledge of computer capabilities, programming language and logic.
- Produce a functional specification that will result in a system capable of meeting the needs of the agreed business requirements.

Business Processes & Data Mapping

- Engage with the Business to map and test business processes and data flows.
- Recommend process improvements and improvements for data validation as it is collected.
- Create or discover new data procurement and processing programs.
- Review and monitor data activities and flow between all underlying data repositories across all business processes and all relevant business applications and system integrations supporting those business processes.
- Participate on the Data Quality group reviewing processes and systems to ensure integrity of data definition, collection and utilization



Data Analytics & Reporting

- Monitor business metrics and analytics report requests, including the associated specifications, testing criteria including defining the test datasources upfront, and then final report results achieved including any reconciliation required between test and live datasources.
- Monitor all data analysis activities.
- Implement new data analysis methodologies.
- Perform data profiling to identify and understand anomalies.
- Develop policies and procedures for the collection and analysis of data.
- Cooperate with IT department to deploy software and hardware upgrades that make it possible for us to leverage big data use cases, dashboards and reports.
- Oversee the deployment of data to the data warehouse(s) accessed and used for data analytics and reporting.
- Establish and support a self-service business intelligence reporting platform, considering a data catalogue and establishment of a data community portal.

Project, Change & Quality Management

- Establish and maintain project plans to lead projects and coordinate with other teams to produce required business outcomes in a collaborative and cross-departmental way.
- Pay close attention to resource planning and stakeholder engagement.
- Oversee data deployments and transformations as needed, including ETL scripting, testing and related activities and documentation.
- Confirm software program operation by conducting tests; modifying program sequence and/or code.
- Maintains data, computer systems and programming guidelines by writing and updating policies and procedures

Secondary role is the BAU maintenance and support of the core business applications, including legacy property and financial management systems.

Learning & Development

- Provide training to end users and technical team as required
- Support the development/training areas and improvements of the team
- Attend/Request learning & development appropriate to the role
- Maintain professional and technical knowledge by attending educational courses; reviewing professional publications; establishing personal networks; participating in professional societies

Corporate Responsibilities

- Ensure all activity is aligned to Clúid's values and contributes to the mission of supporting the development of thriving communities
- Adhering to all Clúid policies and procedures at all times
- Ensuring all queries are responded to within agreed timeframes
- Comply with security, data protection and confidentiality policies within the Association and alert the Head of IT to any incidences or breaches of the policies or inaccuracies in the data held



- Taking care of both Clúid's and own health and safety obligations

General

- Positively promote the Association in all activities
- Exercise discretion in all aspects of the role
- Any other duties which are consistent with the role

Key competencies required in the role

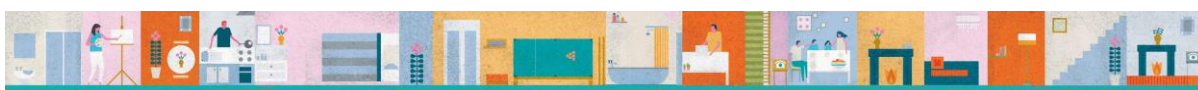
- Customer Care Management
- Organisation & Planning
- Influencing and Negotiation skills
- Technical Expertise

Personal Characteristics

- Excellent verbal and written communication skills.
- Ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
- Solution focused, willing to compromise and able to create contingencies
- Attention to detail, but able to adjust and round-up to high level, adjusting to the audience.

Person Specification

Key Skills	Essential	Desirable
Candidates will be shortlisted on the basis of <u>illustrating in their application that they fulfil the following criteria.</u> Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.		
Education / Qualifications	Essential	Desirable
▪ Bachelor's Degree in Business, Business Intelligence or related field required	✓	
▪ Master's Degree in Business Administration		✓
▪ Recognised Project Management qualification	✓	
▪ Willingness to undertake professional development	✓	
Knowledge / Skills	Essential	Desirable
▪ Ability to understand and find appropriate applications for complex data and analysis requirements.	✓	
▪ Excellent communication skills –verbal and written, report writing, presentation	✓	
▪ Ability to translate complex ideas and data into simple language for non-technicians, including appropriate and effective presentation of results and metrics.	✓	
▪ Ability to demonstrate good listening skills	✓	
▪ Excellent problem-solving, analytical and innovation skills	✓	
▪ Excellent organisational and time management skills	✓	
▪ Strong interpersonal skills	✓	
▪ Attention to Detail	✓	
▪ Proven problem solving skills.	✓	



Experience:	Essential	Desirable
<ul style="list-style-type: none"> 7+ years experience in a business intelligence role 	✓	
<ul style="list-style-type: none"> 3+ years experience a supervisory capacity, preferably within business intelligence or data analysis 	✓	
<ul style="list-style-type: none"> 3+ years experience in business process mapping 	✓	
<ul style="list-style-type: none"> Solid technical background and experience doing project planning and change management in a similar environment. 	✓	
<ul style="list-style-type: none"> Advanced experience of training, documentation and user acceptance testing of software 	✓	
<ul style="list-style-type: none"> Expert knowledge and experience using and implementing Microsoft PowerBI and associated self-service enterprise-wide solutions 	✓	
<ul style="list-style-type: none"> Transact-SQL scripting, including stored procedures and database schemas. 	✓	
<ul style="list-style-type: none"> Fundamentals of database design, development, and enhancement within the context of the Microsoft environment, including MS SQL Server, MS Azure Data Warehouse, MS Azure Data Lake & MS Azure Data Catalog. 	✓	
<ul style="list-style-type: none"> Data profiling tools to identify and understand data anomalies 		✓
<ul style="list-style-type: none"> Understands the fundamentals of software design, software debugging, software development, technical documentation and unit testing. 		✓
<ul style="list-style-type: none"> Microsoft .NET, VBscript and VBA, Json, Python and HTML. 		✓
<ul style="list-style-type: none"> Microsoft Power Platform 		✓

The closing date for applications to be returned for this role is Sunday 17th January 2021 at 11.59pm.

It is anticipated that Interviews for the position will be held week beginning 25th January 2021.

Please [click here](#) to complete our online application form.

(Please note the application form requires the completion of 4 competency-based questions, advice on how best to answer these questions can be found below)



Our vision is of a society where everyone has a great place to live.

Our mission is to provide quality housing and services to enable people to create homes and thriving communities.

OUR VALUES

Leadership

We are passionate about results that matter and are committed to constantly challenging the way we do things, so that we can be the best at what we do.

We aim to set the benchmark for housing quality and customer service.

We accept only the highest standards of conduct and put service before self-interest.

Collaboration

We are approachable and responsive.

We aim to get the best, mutually beneficial results from all our working relationships.

We keep our promises.

Responsibility

We take personal and collective responsibility to ensure that the needs of our customers are consistently met in a cost effective and sustainable manner.

Caring

We believe that when we care for each other, interacting with integrity and respect, we will ultimately achieve the best possible outcome in any given situation.



COMPETENCY BASED QUESTIONS

Information on completing Competency Based Questions:

As part of your application you are required to describe some of your personal achievements to date that demonstrate certain necessary skills and qualities required for this position. The skills and qualities are outlined in the Questions Areas of the application form. All question areas must be completed and remember that you will be questioned on all areas at interview if you are invited to one. The instructions below will help you to complete your answers, but you should also consider these instructions when you are preparing for interview.

For each question you are given a description of the competency. You are then asked to describe a situation, from your own experience, which you think is the best example of what **YOU** have done which demonstrates this skill or quality. It is essential that you describe how **you** demonstrated the skill or quality in question.

The information you present here will form part of a shortlisting process, where necessary, and may also be used to help structure your interview, if you are invited to one. Therefore, compose your replies carefully and try to structure what you write so that you give specific information about what you have done – for example, do not simply say that “X was successful”, describe exactly what you did and how you demonstrated the skill or quality in question.

For each of the examples please include the following:

- (a) The nature of the task, problem or objective;**
- (b) What you actually did and how you demonstrated the skill or quality**
- (c) The outcome or result of the situation**

Please do not use the same example to illustrate your answer to more than two skill areas.

Please note that, should you be called to interview, the Interview Board may look for **additional examples** of where you demonstrated the skills required for this post so you should think of a number of examples of where you demonstrated each of the skills.



GUIDELINES FOR COMPLETING THE COMPETENCY BASED QUESTIONS

The competencies are designed to help you to present **relevant evidence** in order that decision makers can evaluate how well you ‘fit’ the requirements of the role. Relevant evidence is usually drawn from your work experience and the way in which you have accomplished a range of activities. Those involved in screening the applications will be evaluating the information you give against **specific skills** required for effective performance in the role. To do this they need you to give enough detail so that they can tell **what you actually did** and **how you did it**.

The people doing the screening **will not** assume that you demonstrate a skill at the right level just because of your current role, length of experience or educational qualifications. These do not give enough evidence about how you accomplished relevant tasks. So, if a question is about your approach to decision making, you need to do more than describe your current role and list important decisions you have made. You will need to describe **how** you reached relevant decisions.

Some guidelines for presenting yourself well are given below:-

- **Give specific examples** – all competencies will ask you to describe an example of when you have demonstrated a skill: try to do this concisely but with enough detail so that the reader will be clear about **what you actually did**. This detail might include information about timescales, the number of people involved, budgets etc. It can help to use bullet points to that the sequence of events is clear to the reader.
- **Give a range of examples** – if possible, base your answers on different situations or challenges you faced rather than rely on just one experience. This helps the reader to evaluate how you tackle different challenges and not just your behaviour in a ‘one off’ situation.
- **Be concrete rather than theoretical** – a clear description of **how you actually behaved** in a particular situation (and why) is of much more use to the reader than a vague or general description of what you consider to be desirable attributes.

EXAMPLES ON HOW TO COMPLETE THIS SECTION OF THE APPLICATION FORM



Competency: Communication Skills: *able to adapt your communication style to particular situations and audiences..... Able to produce clear and concise written information....*

Example 1: *I was responsible for producing important management reports and supporting presentations for a range of important and high profile clients. Through my understanding of the clients' needs and my effective communication skills, I have ensured that the reports that go to the clients are relevant and focused, and are continually improved. The reports I have produced and the presentations I have made were well received by all my clients. As a result of the combination of my analytical thinking and interpersonal and communication skills, my brief has been extended to lead the development of the strategic plan for the organisation.*

Example 2:

(a) *The unit I was attached to was responsible for producing a management report and supporting oral presentation for several large clients, some with significant problems and issues to report. In some cases the management report was publicly available and was subject to a great deal of scrutiny. A new style/format of management letter needed to be developed for my clients, as many of the clients were complaining that the letters were too large/long and difficult to read.*

(b) *I was tasked with developing a new style of management letter for the clients. I had to meet stringent quality requirements/criteria whilst addressing the need to reduce its size. Following consultation, mainly over the phone and face-to-face, with the majority of our clients, I realised that a summarised report format with a better visual and more interactive presentation was the answer. I developed a format for a summarised report, reducing the average length from 40 pages to just 10. I achieved this through careful editing of information and increased use of graphs etc. I then developed a more focused presentation to clients and included more graphical displays and incorporated short presentations by colleagues directly involved in producing the work. During the presentations I encouraged clients to ask questions and develop their understanding of the issues at hand.*



(c) *The summarised management report and improved presentations were seen as a success by the clients, who with exception, in responding to an evaluation survey, found the new format/style better than the previous, and all requested that the revised system should be continued.*

Example 1 (above):

This is **not** a good example because it:

- does not give sufficient details of exactly what the person did or how they actually demonstrated their *“effective communications skills”*, also, it is not clear where the information requested at (a), (b) and (c) above is presented.

EXAMPLE 2 (ABOVE):

This is a **better** example because it:

- describes exactly what the person did and how they communicated, for example ***“.....consultation, mainly over the phone and face-to face” & “developed a format for a summarised report, reducing the average length from 40 pages to just 10” “achieved this through careful editing of the information and increased use of graphs”. “Encouraged clients to ask questions”***
- Also, it is clearer where the information requested at (a), (b) and (c) above is presented.

Reminder:

Please note that all competencies must be completed at the time of application.

Failure to complete all areas of the application form may result in you not being brought forward to the interview stage of the selection process.

