**ROLE PROFILE**

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| **Role Title** | System Analyst | **Location** | Glasgow, Dublin, Bristol, or London |
| **Business Unit** | Technology | **Job Family** | Technology |
| **Reports to Role Title** | Strategy and Architecture Director | **Sub Family** | Strategy and Architecture |

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| **Purpose** | | | |
| The System Analyst (SA) will be part of the Strategy and Architecture team that will work with business users, Technology colleagues and 3rd parties to design and deliver solutions that fulfil the agreed business requirements. The SA will ensure business requirements are understood, qualified, and translated into system and process functionality.  The SA will produce and maintain solution overview documentation that will be the technical repository of information on solutions for the entire lifecycle of those solutions, taking a solution requirement right through to support transition.  The SA will have input in overall technology design and planning, assisting with new technology evaluations and ensuring the continuous improvement of all current C&C Groups systems and platforms. The SA will have strong analytical, technical and communication abilities. | | | |
| **CORE ACCOUNTABILITIES** | | | |
| * Review and assess new technology and platform designs, creating options papers where necessary including cost-benefit analysis. * Review and assess existing technology systems and platforms within C&C Group. * Collate and maintain platform and application documentation for technology systems within C&C. * Create and maintain a library of solutions overview documentation for C&C Technology, through collaboration with internal and external stakeholders as required. * Submit, document, and implement all system and platforms within strict deadline and budget constraints. * Responsible for ensuring quality assurance is considered for all system changes, ensure solutions adhere to defined standards. * Working collaboratively with the Technology Business Partners and Business Analysts to both challenge and manage changes to business requirements and processes. * Collaborate effectively within a solution delivery team and third parties to ensure targets are met through design and delivery. * Collaborating with the Technology Service teams to ensure all information required to transition projects into support is available and maintained. * Responsible for Continuous Improvement, proactively identify opportunities to improve solution delivery, system effectiveness and opportunities for efficiency improvements. * Assist the Technology teams implementing approved system changes as required, including testing. * Provide third-line support, troubleshooting and management where necessary and appropriate for C&C applications and platforms. * Enthusiastically take on what is needed to help the team and the company meet objectives. | | | |
| **CONTACTS/ KEY RELATIONSHIPS** | | | |
| **Internal:**  *IT Management - collaborates with, influences, informs, provides guidance to,*  *Strategy and Architecture Director - collaborates with, influences, informs, provides guidance to, reports to*  *Technology Team - collaborates with, influences, informs, provides guidance to,*  *Group Change Authority Board – guidance on go live processes for implementing*  *CISO / IT Security Manager- work together to ensure application providers meet C&C security standards*  *Business Partners – support and understands the business change requirements*  *Project Delivery Team - collaborates with, provides guidance to, set targets with*  **External:**  *IT Managed Partners - collaborates with, provides guidance to*  *Business Suppliers - collaborates with, provides guidance to*  *Software Providers- collaborates with, provides guidance to* | | | |
| **KNOWLEDGE/ EXPERIENCE/ SKILLS** | | | |
| **ESSENTIAL:**   * 2+ years in a System Analyst role, or equivalent discipline. * Proven experience of successfully delivering solutions using structured frameworks and methodologies. * Demonstrates a passion for process to support successful solution delivery. * Proven experience working across multiple platforms: transactional, reporting, integrated and interfaced, including ERP platforms. * Proven experience of successfully participating in and supporting delivery of projects and continuous enhancement work, with a strong understanding of the project delivery and software development lifecycle. * Demonstrates a strong attention to detail as well as a creative mind to support delivery of intelligent and fit-for-purpose solution design to resolve business and technology problems. * Demonstrates strong interpersonal and communication skills – able to influence and challenge effectively. * Open-minded and flexible to working with a range of different delivery methodologies. * Demonstrated experienced in delivering effective solutions.   **PREFERRED:**   * Good understanding of the ITIL Framework to effectively manage IT Services. | | | |
| **PROFESSIONAL QUALIFICATIONS & EDUCATION** | | | |
| **ESSENTIAL:**   * System Analyst certification or related discipline.   **PREFERRED:**   * Knowledge and certifications in common industry frameworks and technologies (ITIL, TOGAF, Cloud Certifications etc). | | | |
| **TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES** | | | |
| Influencing and Negotiation, Analytical, Objective, Strategic, Conceptual Thinking, Planning and Organization, Customer Focused. | | | |
| **VALUES REQUIRED** | | | |
| Integrity, Trust, Honesty, Passion, Excellence, Togetherness | | | |
| **BUSINESS SPECIFIC REQUIREMENTS (Optional Section)** | | | |
| **OPERATING ENVIRONMENT & CONTEXT:**  **TRAVEL & OTHER REQUIREMENTS**  Travel within UK and Ireland is requirement of this role. | | | |
| **ROLE DIMENSIONS** | | | |
| No of Direct Reports | none | Financial Impact (Direct) |  |
| Total Team Size | 12 | Financial Impact (Indirect) |  |
| No of Locations | Multiple | Other/ People Manager (yes/ no) | no |

Back Office Use only:

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| **Job Code** |  | **Reward Level** |  | **TW Grade** |  |
| **Salary Survey Ref** |  | **Career Level** |  | **Date Created** |  |
| **Salary Min** |  | **Salary Mid** |  | **Salary Max** |  |