



Job title	Learning Systems Analyst	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	University of Nottingham Libraries	Location	King's Meadow Campus

Purpose of role

Reporting to Learning Systems Team Leader, you will work with Faculty and School Support (FSS) and academics to understand the value of requested additions and changes to our systems to champion those changes within Learning Systems and to provide detailed analysis and development input so Learning Systems can successfully deliver on the requests. The remit of the role holder is to facilitate the creation of user stories, business process mapping, stakeholder management and support the development of learning applications that meet the strategic needs of the University.

The post will be crucial in extending the technology-enhanced learning provision at the University by taking a user-centred approach to meet our user community needs. The post holder will work closely with and interface between the Learning Systems team and Faculty and School Support teams within the Learning Technology Section.

We welcome people from different cultures, ethnicities and beliefs and are currently working towards increasing the diversity of our department. Our city is known and loved for its diversity, and we would particularly encourage applications from Women and racially minoritised people to reflect better the diverse community we serve.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Analyst Responsibilities</p> <p>You Will:</p> <ul style="list-style-type: none"> ▪ Analyse user requirements and business processes to author user stories to inform internal and external development and test activities. ▪ understand the needs of the academic community within Learning Systems to help maintain a healthy flow of development work. ▪ Stakeholder analysis, requirements elicitation, process modelling and documentation of user requirements ▪ Provide technical assistance in the successful completion of commissioned activities, ensuring user requirements are met. ▪ Complete appropriate technical documentation to assist the software development lifecycle, ensuring ongoing sustainability. ▪ Co-ordinate external development activities with third-party vendors or developers to define and agree on user requirements, oversee production activities and ensure delivery within time and budget 	80%

	<p>constraints.</p> <ul style="list-style-type: none"> ▪ Represent Learning Technologies on internal (University) and external development activities and projects to ensure the timely and cost-effective delivery of commissioned development activities. ▪ Identify and clearly articulate any issues with current or proposed business processes and recommend solutions. ▪ Work to improve the demand process to ensure that there is a steady flow of work for the Learning Systems team comprising both BAU and value-adding work that is appropriately prioritised to allow the team to work efficiently 	
2	<p>Wider Contribution</p> <p>You will contribute to the Learning Technology Mission of supporting the University of Nottingham to improve its teaching and assessment, which will result in improved outcomes for students by:</p> <ul style="list-style-type: none"> ▪ Working with the appropriate project board, governance committees, development groups and other customers within the University to ascertain requirements, resolve issues, prioritise activity, advise on queries and pass on information. ▪ Ensure that the University is maximising the benefits and sustainability of Open-Source software through evaluation of contributions made into and taken from the Open-Source Community. ▪ To engage with colleagues outside of your team and facilitate communication about the benefits of software in the pipeline. ▪ To work with colleagues throughout Libraries to maintain awareness of potential developments and plan for their implementation. ▪ To actively participate in strategic projects in line with departmental objectives. ▪ To network with colleagues in other HE or external organisations to explore engagement opportunities to generate mutually supportive partnerships ▪ Presentation of written or oral reports on projects and initiatives as required. ▪ Representation of the Team/Section on Libraries/University working/collaborative groups and at national conferences, committees, etc. 	20%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Good oral and written communication skills ▪ Organisational, planning and prioritisation skills. ▪ Facilitation skills ▪ Negotiation and influencing skills. ▪ Analytical, problem-solving, and decision-making skills. ▪ Critical thinking and problem-solving skills. ▪ Ability to work to deadlines and deal with unforeseen issues and changing circumstances. ▪ Ability to present complex technical concepts clearly. ▪ Ability to contribute to service development. 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Knowledge of analysis of user/project requirements and how these are translated into technical developments/outputs and project outcomes. ▪ Stakeholder analysis requirements elicitation, process modelling and documentation of user requirements ▪ Proven success in working in a team environment, supporting colleagues and sharing expertise. ▪ Proven success in influencing, motivating and directing colleagues. ▪ Customer-focused. ▪ Experience managing, improving, or running a demand process 	<ul style="list-style-type: none"> ▪ Understanding of the benefit of technology in higher education. ▪ Knowledge of conventions and standards in the Software Development Lifecycle ▪ Knowledge of ITIL v4 standards, practices and processes ▪ Experience working with open-source software solutions, especially Moodle. ▪ Use of prototyping tools (such as wireframes) to explore and communicate user-interface design. ▪ Understanding and knowledge of general web technologies, such as: <ul style="list-style-type: none"> ▪ MySQL ▪ XML ▪ JavaScript ▪ Solaris/Linux ▪ Kanban ▪ DevOps ▪ Lean Software development ▪ Experience of the significance of gathering and analysing data to improve service offerings. ▪ Experience of standard systems analysis techniques, such as user stories, use cases, BPMN etc, ▪ Exposure to project management within a formal framework, such as PRINCE2 or SCRUM

<p>Qualifications, certification and training (relevant to role)</p>	<ul style="list-style-type: none"> ▪ Degree (or equivalent) in an IT-related discipline or equivalent experience in a similar/relevant role 	<ul style="list-style-type: none"> ▪ Higher degree (MSc, Ph.D.) coupled with direct experience of working in an academic setting
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Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others



