

Port of London Authority

Job Description

1. **JOB DETAILS** **DEPARTMENT Information Technology**

Job Title: IT Business Analyst Reports To: Business Systems Manager

Grade: 5 Date: November 2021

2 **JOB PURPOSE**

To gather business requirements for new systems and system changes by spending time engaging with and shadowing users and generating detailed documentation in support of the business system team's drive to deliver continuous business improvement.

3 **JOB DIMENSIONS**

Financial

1. None

Staff Responsibilities

1. Indirect 1

4 **ORGANISATION CHART**

See attached

5 **KNOWLEDGE, SKILLS AND EXPERIENCE**

- Educated to degree level in an IT related discipline.
- Achieved or working towards the British Computer Society's Chartered IT Professional standard.
- Excellent business analyst skills and experience (requirements gathering, process mapping & specification writing).
- At least 5 years' experience
- Proven experience in eliciting business requirements and documenting business processes.
- Excellent data analysis and reporting skills/experience.
- Excellent facilitation, communication, collaboration and presentation skills.

6 **KEY ACCOUNTABILITIES**

- Investigate and analyse business needs and translate them into functional and non-functional requirements.
- Create user stories and acceptance criteria for user acceptance testing.
- Collect and analyse data to justify case for improving systems and processes.
- Review business process to recommend improvements.
- Create appropriate specifications and documentation to communicate business requirements for both internal consumption and in support of procurement.
- Build excellent relationships with stakeholders
- Present findings to all levels of staff.
- Assess solutions based on existing solutions and by researching the marketplace.
- Work with internal teams and external suppliers to implement solutions.

7 COMMUNICATIONS AND WORKING RELATIONSHIPS

Interaction with all levels of staff is vital to forge good working relationships and to understand the business how the business works.

The role deals with all levels within the PLA and external suppliers/customers.

Ability to communicate in plain language and to adapt their approach to different stakeholders in the business.

8 DECISION MAKING AUTHORITY

The use of appropriate tools and techniques to understand business process and create documentation.

Recommend appropriate solutions.

9 REPORT PREPARATION

Produce written reports, proposals, PIDs, RFIs, tenders, system documentation etc as required.

10 HEALTH & SAFETY

- All staff are responsible for complying with rules and regulations governing employment by the PLA, and are obliged to assist the PLA to comply with all statutory and regulatory provisions, including a duty of care for their own health and that of others.
- You will be tested for alcohol and drugs in all cases where you have had any involvement in a workplace accident or in any incident that has caused or could have caused a danger to health or safety. Testing will also be carried out where management has grounds to believe or suspect that you may be under the influence of alcohol or drugs. This is known as 'for cause' drug or alcohol testing
- Random alcohol and drug testing will be carried out on all members of staff.

11 AUTHORISATION DETAILS

Prepared By _____ Date _____

Authorised By _____ Date _____

12 JOB HOLDERS RECEIPT

Name _____ Date _____

Signed _____ Date _____