

## JOB DESCRIPTION

<b>Job title:</b>	Finance Business Systems Analyst
<b>Department / Unit:</b>	Finance
<b>Job type</b>	Full-Time – Permanent
<b>Grade:</b>	RHUL 7
<b>Accountable to:</b>	Finance Business Systems Manager
<b>Accountable for:</b>	N/A
<b>Purpose of the post</b>	
<p>Working as part of the Finance Business Systems team, this role will provide a customer-focused service providing 1st and 2nd level support to users of the University's Finance Business System applications mainly Unit 4 Business World.</p> <p>Assisting with the implementation, testing and documentation of system enhancements and developments across all Finance Business System applications.</p> <p>Providing systems administration, maintenance and support services in order to ensure the continued effective and reliable operation of all systems modules and interfaces.</p>	
<b>Key tasks</b>	
<ul style="list-style-type: none"> <li>• To provide first line support to users in a professional manner, ensuring all Finance helpdesk calls for Unit 4 Business World are logged, prioritised and assigned to the appropriate person for resolution.</li> <li>• Resolve support calls assigned following agreed procedures, documenting all faults and resolutions accurately and systematically to meet standards and ensure all user problems are escalated appropriately and users are informed on progress.</li> <li>• Monitor Finance Helpdesk calls to identify general system issues and training needs. Communicate to system users' updates, update user training guidance, FAQs and support system users as required. Contribute to the creation of articles and on-going maintenance of the intranet pages.</li> <li>• To contribute to the decision making of the team, collaborating with IT, Finance and third party service providers to share ideas and expertise and to provide guidance and advice to less experienced colleagues.</li> <li>• Maintain the integrity and business readiness of the Finance Business Systems to include the organisational structure, security, workflow, and reporting requirements ensuring all Finance Business Systems are fit for purpose, escalate issues to IT and third party service providers when appropriate.</li> </ul>	

- Manage and support the College's online store system and support all other Finance Business systems as required.
- To ensure third party service providers progress incidents, ensuring adequate solutions are provided to the business.
- Work with the Finance Business Systems team, IT and third party service providers to ensure all upgrades, service packs and developments are fully tested with satisfactory outcomes prior to being made available in the Live environment. Test results should be fully documented; failures progressed to resolution with the appropriate supplier. Communicate with stakeholders where appropriate.
- Work with IT to support and develop interfaces with internal and external systems.
- Create training guides and raise awareness on system functionality and reporting capabilities, exploring new ways of providing digital training to improve efficiency and availability of training locally.
- To represent the Finance Business Systems team and the Finance Directorate and provide financial systems expertise in a range of forums.
- To attend relevant user group workshops to network with other institutions and to provide feedback on future developments and requirements, and to acquire new knowledge of current or prospective functionality.

#### **Other duties and expectations**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

#### **Internal and external relationships**

The following list is not exhaustive but the post holder will be required to:

- Represent the Finance Business Systems Team at a range of committee's and project groups.
- Manage and ensure third party service providers progress incidents, ensuring adequate solutions are provided to the business.
- Represent Finance and work with IT to support and develop interfaces with internal and external systems.
- Attend relevant user group workshops to network with other institutions and to provide feedback on future developments and requirements, and to acquire new knowledge of current or prospective functionality.