INTO »

Job description
Development Support Analyst (Fixed Term)

17 May 2019

Company context

INTO's Mission: *Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.*

Across the world, there is increasing demand for top quality higher education, with more and more students demanding access to provision beyond their home country. INTO partners with universities in three continents to address this global demand and help transform their international capacity and performance. Since 2006, we have successfully launched partnerships with 25 universities in Europe, North America and Asia. We have enrolled over 50,000 students from 166 countries and now have about 1600 employees, based round the world.

Our Mission is underpinned by five core values: Purpose, Partnership, Performance, Passion and Pride. We seek employees who share these values in an organisation which has a diversity of talent specialisms and cultures.

Our website http://www.into-corporate.com/ has details of how we are organised and our outstanding achievements so far.

Role Context
INTO is in the process of developing a range of external-facing customer portals and application form to increase the range of its digital interactions with all customer groups. This post will play a key role in developing new functionality across that suite of portals and forms, defining user stories and supporting the development and testing process as well as assisting with support of live functionality.

Reporting line
The role reports to the Product Analyst - Partner Portal

Job purpose
The Development Support Analyst will support the product owner and development teams to enhance the Partner Portal. The primary focus will be on defining user stories and acceptance criteria for upcoming partner portal developments and new projects, with a secondary focus on using analytical tools to assist with data reporting and providing insights which could drive development.

This role will also include a small amount of first line support work.

Key accountabilities and duties
Role and Responsibilities

- Work closely with the Product Analyst to define user stories and acceptance criteria for each iteration of INTO's portal environment.
- Support the Product Analyst to understand and document user stories for future iterations of INTO's portal environment.
- Use analytical tools to give insights on upcoming developments in line with business needs and customer behaviour
- Support the ongoing development of INTO's portal environment, supporting the continual evolution of system functionality
- Data reporting on site usage and successful features
- Support with testing as needed on both existing system enhancements and new developments
- Back-up for first line support of live functionality.
- To carry out similar duties on other IT projects as required

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location
The post is based in Brighton. Occasional UK travel may be required.

Safeguarding
As part of our Safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- Appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification…

Person Specification

	Essential	Desirable
Legal Status	• Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EU passport.	
Education/ Qualifications	• Bachelor's Degree, equivalent or equivalent professional experience	• Business Analysis Qualifications/ Analysis and Reporting experience
Experience/skills	• Business analysis experience in an IT environment • Familiarity with good practice in IT development • Experience of delivering IT support in a customer-facing role • Willingness to learn and develop knowledge of relevant systems • Attention to detail	• Familiar with collaboration tools Jira and Confluence • Familiar with Heap and Google Analytics • Experience of projects delivering customer portals • Experience of projects using an Agile methodology • Experience of testing frameworks and systems