



Ollscoil Mhá Nuad Maynooth University

Information Technology Services IT Business Analyst (Permanent)

The Role

Maynooth University is committed to a strategy in which the core goals of excellent research, scholarship, and outstanding education are interlinked and equally valued. Maynooth University wishes to appoint an IT Business Analyst on a full-time, permanent basis. This AOI-grade role will report to the Business Intelligence Manager within the Enterprise Solutions function in IT Services.

Working as part of a team, the IT Business Analyst will act as one of the primary liaisons between business stakeholders and technical teams to ensure enterprise systems - such as the Student Information System, Finance, HR, CRM, and related platforms - are effectively supported, enhanced, and aligned with the University's strategic and operational needs. This role involves eliciting, analysing, and documenting business requirements, ensuring alignment between the institution's academic and administrative needs and the technical solutions being implemented and supported. The ideal candidate will have experience in higher education student systems and a track record of delivering complex projects.

The post holder will have a lead role in business process mapping and optimisation initiatives, identifying opportunities for automation and workflow improvements that enhance efficiency and user experience. They will also support system changes, troubleshoot complex issues, and contribute to strong governance and compliance by ensuring solutions adhere to GDPR, data protection requirements, and relevant institutional policies. The role will involve close collaboration with specialist teams within Enterprise Solutions and IT Services, as well as with academic and administrative units across the University.



Through training, documentation, and proactive stakeholder engagement, the IT Business Analyst will promote the successful adoption of enterprise systems and Business Intelligence capabilities, enabling evidence-based decision-making and operational excellence across the University. This position supports business-critical systems, processes and initiatives and occasional work outside normal hours may be required. Duties may evolve in line with area and University priorities, and the successful candidate will be expected to demonstrate flexibility in responding to such changes.

Principal Duties

Administrative and other duties:

Support

- Support the range of applications for which the Unit is responsible, their associated enterprise architecture, the data they manage (structure, lineage, quality, constraints), and the business processes they support.
- Act as an escalation point for complex or high-impact incidents and requests, providing deeper analysis to identify root causes and deliver appropriate solutions.
- Collaborate with IT Services, data owners, product owners, and external vendors to progress escalated issues and requests, optimise system and process design.

Business Analysis & Requirements Management

- Deliver end-to-end business analysis, producing high-quality analysis and design artefacts, leading fit-gap and options analysis, ensure solutions are compliant with regulatory and policy requirements and are supported by robust procedural documentation and audit-ready controls.
- Partner with data teams on reporting/BI, including defining KPIs, documenting data flows and transformations, and supporting data stewardship and data quality initiatives.

Process Optimisation, Automation and Continuous Improvement

- Take a lead role in process optimisation and continuous improvement across enterprise solutions, identifying opportunities for standardisation, integration, automation, and digitisation, and translating sector trends and emerging practice into actionable recommendations for system and service roadmap delivery.
- Support effective change adoption and operational maturity through system configuration and optimisation.
- Develop user focused training and adoption materials and contribute to organisational standards and business analysis methodologies.
- Monitor evolving practice and sector trends in higher education enterprise applications, integrations, and analytics; bring recommendations that inform the ES roadmap.



The ideal candidate will have:

Essential

- Primary degree, or equivalent (NFQ Level 8) in Information Systems, Business/Management, Computer Science, or a related field, **or** 3 years extensive recent professional experience relevant to the Principal Duties.
- A minimum of five years' relevant work experience as a business analyst, which should include the provision of comprehensive end-user, application and service management support in complex business environments, preferably in Higher Education.
- Strong understanding of enterprise application landscapes and data (structures, quality, integrations, and business processes), combined with a proven ability to collaborate effectively with IT teams, product and data owners, and external vendors.
- Extensive experience supporting complex enterprise applications within formal IT service management frameworks (e.g. ITIL), including hands-on involvement in incident, problem, change, and request processes, acting as an escalation point for high-impact or persistent issues, and performing root-cause analysis to deliver sustainable, service-aligned solutions.
- Demonstrated capability to deliver end-to-end business analysis, producing high-quality analysis and design artefacts, leading fit-gap and options analysis, and ensuring solutions are compliant with regulatory and policy requirements, supported by robust procedural documentation and audit-ready controls.
- Experience partnering with data teams on reporting/BI, including defining KPIs, documenting data flows and transformations, and supporting data stewardship and data quality initiatives.
- Demonstrated experience driving process optimisation and continuous improvement across enterprise solutions, identifying opportunities for standardisation, integration, automation, and digitisation, and translating sector trends and emerging practice into actionable recommendations for system and service roadmaps.
- Proven ability to support effective change adoption and operational maturity through system configuration and optimisation.
- Experience of developing user-focused training and adoption materials and contributing to organisational standards and business analysis methodologies.

Professional Competencies

- Demonstrated organisational, analytical, and problem-solving skills with strong attention to detail.
- Experience working collaboratively in team environments with colleagues, stakeholders, external partners, and vendors, including taking a lead role when required.



- Ability to manage multiple priorities, respond effectively to service requests and incidents, and meet deadlines while adhering to standards.
- Proven ability to maintain accurate records and define logical processes.
- Commitment to continuous learning and professional development to support new and evolving University Systems.
- Experience mentoring team members and contributing to a collaborative team culture, establishing BA playbooks/templates, and contributing to communities of practice.

Desirable

- Exposure to Student Information Systems and Higher Education processes.
- Experience with Microsoft 365 reporting stack e.g. Dynamics 365, Power Platform (Power Apps/Automate), SharePoint, and Dataverse.
- Professional certification in ITSM and project management (e.g. ITIL Foundation or higher, PRINCE2, PMI-PMP, AgilePM, Scrum Master).

Department

Information Technology Services

The Directorate of Information Technology (IT) Services is located in the Eolas Building, a modern facility located on the North Campus of Maynooth University. IT Services consists of three sections: IT Operations, Enterprise Systems and Solutions, and the Project Management Office.

IT facilities and services at Maynooth University include:

- User focused services and support;
- Student teaching and self-study provision and research support;
- Core infrastructure to support systems delivery, connectivity and cyber-security;
- Two datacentres and an extensive server farm of physical and virtual servers and cloud services;
- Packaged software solutions for key areas such as Finance (Oracle-JD Edwards Enterprise One), Student Administration (Adapt/ITS), Payroll & H.R. (Core), Library and E-learning;
- Departmental systems for areas such as Residences, Conference Administration and the Health Centre;
- Implementation of several strategic projects including projects for the areas of student administration, Finance and HR information systems.

IT Services: Enterprise Solutions



Within IT Services, the Enterprise Solutions section comprises twelve (12) specialist positions focused on delivering and optimising the University's enterprise applications and data services. Enterprise Solutions oversees:

- Business-critical systems supporting student lifecycle, finance, HR, research, CRM, and related platforms;
- Integration and interoperability across systems, ensuring data quality, governance, and compliance;
- Process improvement and automation to enhance efficiency and user experience;
- Business Intelligence and reporting to enable data-driven decision-making across the University.

The operating environment is complex and hybrid, combining on-premise and cloud-based solutions, with integrations spanning multiple platforms and services. Enterprise Solutions works closely with academic and administrative units to ensure systems and data capabilities align with strategic objectives and regulatory requirements.

The University

Maynooth University is a very distinctive university, a collegial institution focused on science and engineering, humanities, and social sciences, and equally committed to research, teaching and community engagement. Located in Ireland's only university town, its distinctive features and character owe much to its unique history and heritage. It provides a high-quality educational experience to over 17,000 students on a campus with 18th century roots and 21st century dynamism.

Maynooth University is a place of lively contrasts – a modern institution, dynamic, rapidly-growing, research-led and engaged, yet grounded in historic academic strengths and scholarly traditions. We offer a range of programmes at undergraduate, postgraduate and doctoral level in the humanities, science and engineering and social sciences, including business, law and education, along with a range of international programmes and partnerships.

The strategic trajectory and accomplishments of Maynooth University, since its establishment as an autonomous public university, are exceptional and a source of great pride to the university community, staff, students and alumni. Maynooth University ranked in the top 90 global Times Higher Education (THE) Young University rankings in 2024. Maynooth University's growing global reputation is based on the originality, quality, importance and impact of its research and scholarship, commitment to teaching and learning, the quality of academic programmes, and its leadership in widening participation in higher education. The sources of success are the dedication of its staff and the energy and engagement of its students.

Maynooth University's Values



Our values define who we are, what we believe in and how we act as a community. They underpin our future success and guide our expectations of ourselves and each other. Our values apply to everyone in the University community:

- Integrity
- Collegiality
- Responsibility
- Freedom of expression
- Ambition

Maynooth University Strategic Plan 2023 – 2028

The University's Strategic Plan 2023 - 2028 builds on our rich academic history and strong foundations to set out an ambitious and forward-looking path for the future of our University. This roadmap underscores our commitment to adapt to a changing world while staying true to our values. Our vision is to be a university of excellence, opportunity and impact, having a significant stake in all three. For more information about Maynooth University's future direction, please visit: <https://strategy.maynoothuniversity.ie/>

Plean Straitéiseach Ollscoil Mhá Nuad 2023 - 2028

Tógann Plean Straitéiseach na hOllscoile 2023 - 2028 ar ár stair acadúil shaibhir agus ar ár mbunchlocha láidre chun conair uailmhianach agus cheannródaíoch a leagadh amach do thodhchaí ár nOllscoile. Soiléiríonn an treochlár seo ár dtiomantas do dhul i dtáithí ar dhomhan atá ag síorathrú agus ár ngníomhaíochtaí a chur in oiriúint dó, agus san am céanna a bheith dílis dár luachanna Ollscoile. Is í an fhís atá againn a bheith mar ollscoil feabhais, deiseanna agus tionchair, agus lámh láidir a bheith againn i ngach ceann de na trí ghné seo.

Léigh anseo le haghaidh breis eolais faoi thodhchaí Ollscoil Mhá Nuad: <https://strategy.maynoothuniversity.ie/?lang=ga>

Our Strategic Plan sets out an ambition to be an excellent place to learn and work, and an inclusive community where students and staff can flourish and make a distinctive contribution to the national system of higher education and the public good. Achieving this requires staff to have a strong sense of connection to the University and support from colleagues. We recognise that our people are our greatest resource and actively seeks to attract, develop, and retain a talented workforce by creating a positive and welcoming University environment. As well as offering a competitive salary, access to a public sector pension scheme, and annual leave allowance, the University also provides other facilities and benefits including, but not limited to:

- Family-friendly leave schemes



- Tax Saver travel scheme and Cycle to Work scheme
- On-campus crèche
- On-campus restaurants and coffee shops
- Employee Assistance Programme
- Health and Well-Being programmes
- Education support opportunities
- Continuous Professional Development opportunities, including leadership programmes, mentoring, Aurora programme.
- Study and Exam leave
- Sports facilities and gym

To learn more about being part of the Maynooth University team, please visit our website at <https://www.maynoothuniversity.ie/human-resources/come-work-with-us>

Selection and Appointment

- Only shortlisted candidates will be invited to attend for interview;
- Candidates invited for interview may be required to make a brief presentation;
- It is anticipated that interviews will be held during the month of June 2026.
- The appointment is expected to be effective from as soon as possible thereafter

Equality and Diversity

Maynooth University actively works to ensure equality, celebrate the diversity of our community, and promote inclusion. To learn more about our commitment to Equality and Diversity, please read the Maynooth University [Equality and Diversity Policy / Polasaí Comhionannais agus Éagsúlachta](#), our policy on the [Employment of People with Disabilities](#), and our [Gender Equality Action Plan 2023-2026](#). We aim to reflect the diversity of the community we serve and welcome applications from all individuals across our society.

Maynooth University is an equal opportunities employer and is committed to supporting applicants to enable their full participation in the recruitment process. Applicants are invited to disclose a disability during the recruitment process to ensure adequate measures are in place to enable their full participation.

Terms and Conditions

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| Tenure | This is a full-time, permanent post. |
| Salary | Administrative Officer I: €59,812– €85,339p.a. (9 points) Appointments will be made in accordance with public sector pay provisions. |



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| Hours of work | <p>A 35-hour working week is in operation in respect of full-time positions (pro-rated for part-time positions).</p> <p>This can be reviewed or adjusted from time to time through national agreements.</p> |
| Location | <p>The place of work is the campus of Maynooth University, Maynooth, Co. Kildare.</p> |
| Annual Leave | <p>Annual leave and public holidays are provided for in the University policy: https://www.maynoothuniversity.ie/human-resources/policies/annual-leave-policy</p> <p>Annual leave will be allocated on a pro-rata basis for part-time and temporary positions.</p> |
| University policies and schemes | <p>Employees of the University will be subject to the terms of the University policies and schemes, available on the University website at:</p> <p>https://www.maynoothuniversity.ie/university-policies</p> <p>https://www.maynoothuniversity.ie/human-resources/policies</p> |
| Pension | <p>This is a pensionable post. Employees of the University will enter into a public sector pension scheme, and as such, applicants must ensure they are eligible to become a member of a public sector pension scheme for the duration of the appointment. Details of the public sector pension schemes are available at: https://www.maynoothuniversity.ie/human-resources/pension-information</p> |
| Eligibility | <p>Applications from non-EEA citizens are welcomed. Applicants should note that eligibility is determined by the Department of Enterprise, Trade and Employment. Further information regarding eligibility is available at: https://enterprise.gov.ie/en/what-we-do/workplace-and-skills/employment-permits/employment-permit-eligibility/</p> <p>Non-EEA applicants are responsible for ensuring they can secure a visa to travel to Ireland. Any offer of employment is conditional on applicants securing the appropriate employment permissions.</p> <p>Former Irish Public Service employees - Certain Restrictions on Eligibility</p> |



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| | <p>Eligibility of applicants formerly employed by an Irish Public Sector body, and who availed of an Irish Public Service Redundancy or Incentivised Retirement Scheme under the Schemes below, may be affected:</p> <ul style="list-style-type: none"> • Collective Agreement: Redundancy Payments to Public Servants • Incentivised Scheme for Early Retirement (ISER) • Department of Health and Children Circular (7/2010) • Department of Environment, Community & Local Government (Circular Letter LG(P) 06/2013) <p>Applicants should ensure that they are eligible to be re-engaged in the Irish Public Service under the terms of such Schemes. Applicants should address queries with their former Irish Public Sector employer.</p> |
| Garda vetting | Garda vetting or clearance may be required by the University. |
| Medical | The University may require a medical examination as a condition of employment. |

Data Protection

Applications to the University will be treated in accordance with the University Data Protection Policies. For information on the University's Data Protection Policies and Privacy Notice, please see our website: <https://www.maynoothuniversity.ie/data-protection>

Application Procedure

Closing Date:

23:30hrs (local Irish time) on **Wednesday, 3rd of June 2026**.

Please note all applications must be made via our **Online Recruitment Portal** at the following link:

<https://www.maynoothuniversity.ie/human-resources/vacancies>

Applications must be submitted by the closing date and time specified above. Any applications which are still in progress at the closing time on the specified closing date will be cancelled automatically by the system.

Late applications will not be accepted.



Maynooth University is an equal opportunities employer

The position is subject to the Statutes of the University

