



government supporting communities



Human Resources Pobal

Job Description

ICT – Business Analyst - Grade 3

About Pobal

Pobal works on behalf of Government, and in conjunction with communities and local agencies, to support social inclusion and local and community development. We do this by managing funding and providing support for programmes in the areas of Social Inclusion and Equality, Inclusive Employment and Enterprise, and Early Learning and Care.

Pobal is an Equal Opportunities Employer and welcomes suitably qualified applicants from all sections of society. Further information on how Pobal promotes Equality, Diversity & Inclusion (EDI) throughout our workplace for our staff can be found via this link. [Equality, Diversity & Inclusion Statement](#)

About ICT

The ICT directorate is responsible for all of Pobal's Information and Communication Technologies. This includes Pobal's overall ICT architecture, business systems, infrastructure, telecommunications, information security and disaster recovery. The directorate has three key units, Infrastructure and Innovation, Systems Development, and ICT Support. We partner and collaborate with the operational units in Pobal to provide high quality systems and services

Job Description and Person Specification

Role	Business Analyst (Early Years)
Directorate	ICT
Unit	Systems Development
Grade	3
Reporting to	Early Years Business Analysis Manager

Role Purpose

Reporting to the Early Years Business Analysis Manager, this role is required to analyse and document functional and non-functional requirements for projects and modifications within our Early Years system.

The successful candidate will collaborate closely with Project Managers, Business Analysts, Developers, Testers, and the Project Management Office to ensure the successful delivery of projects and changes. Additionally, the role involves working with operational and program design colleagues to address higher-level business requirements during the initial stages of projects.

Role Requirements

Role Requirement 1 **Business Analysis**

- Collaborate with DCDE and Pobal stakeholders, as well as ICT colleagues, to define and document functional and non-functional requirements for Early Years projects and change requests.
- Lead workshops to facilitate the requirements analysis process.
- Document current ("As Is") and future ("To Be") business processes.
- Develop expertise in our Early Years Platform (EYP) system, built on Microsoft Dynamics CRM v8.2.
- Evaluate and document requirements for non-project small enhancements to the EYP system
- Analyse EYP production system defects and document the requirements for agreed resolutions.
- Work with the ICT Development and Test teams to support the implementation and testing of requirements.
- Work on initiatives with other Business Analysts to enhance the Early Years Business Analyst practice and embed industry best practices across our work.
- Facilitate the transition and handover of knowledge from projects to ICT Support and Operational teams

Role Requirement 2 **Testing & QA**

- Review system test plans and test scripts based on the agreed functional and non-functional requirements.
- Contribute to defining conditions and expected results for all stated/planned functional requirements and user stories.
- Help set up test data and system test configurations to support the testing phase, if required
- Support the testing phase of projects and system development.
- Collaborate with testers to resolve bugs and issues.
- Coordinate with the development team to address issues and progress towards system deployment.
- Support business users during User Acceptance Testing (UAT).

Role Requirement 3 **Project Management**

- Support Project Management and the Project Management Office. This will include the following:
 - Implement agreed standards for project delivery and assist in their application and suggest improvement as needed.
 - Provide guidance and advice to project managers, particularly on agreed Early Years Business Analysis standards and processes.
 - Contribute to delivering high-quality services from the overall Systems Development team
- Work with Project Managers to plan, execute, and deliver projects according to agreed deadlines.
- Take responsibility for the implementation, execution, control, and completion of assigned project tasks

Role Requirement 4

Application Architecture

- Ensure that proposed solutions align with Pobal's software application roadmap.
- Collaborate with the Infrastructure and Data Governance teams to ensure that ICT-delivered systems comply with regulatory standards and supporting policies

Required Experience

- At least three years of experience as a Business Analyst, Systems Analyst, or similar role.
- Strong background in various Business or Systems Analysis techniques, including writing detailed requirements specifications
- Good knowledge of Analysis techniques such as BPMN and UML.
- Effective problem-solving skills with the ability to anticipate potential issues, learn quickly, and find solutions.
- Excellent influencing skills with the confidence to interact effectively with staff at all levels throughout the organization.
- Experience of leading the Analysis phase of a project and taking responsibility for meeting project milestones for Analysis work
- Proven ability to help develop ICT solutions based on business needs and requirements.
- Strong multitasking abilities, with experience of completing analysis on projects, minor changes, and production defects
- Proficient in using collaboration software such as Teams, Miro, Confluence, and Jira.
- Experience working in both Waterfall and Agile delivery models.
- Any knowledge of working with Microsoft Dynamics CRM v8.2 or a similar CRM system would be greatly beneficial

Qualifications

- Business Analysis certification - at least one BCS Business Analysis certification is preferred.
- Any other Business Analysis certifications, for example IIBA, also beneficial

Pobal Core Competencies - Grade 3

GRADE 3 COMPETENCIES	EFFECTIVE PERFORMANCE INDICATORS
 Delivery of Results	<ul style="list-style-type: none"> Assumes personal responsibility for and delivers on agreed objectives/ goals Manages and progresses multiple projects and work activities successfully Accurately estimates time parameters for projects and manages own time efficiently, anticipating obstacles and making contingencies for overcoming these Service excellence, instilling genuine commitment to meeting the need of each customer and appreciating the customer and their feedback as a valuable resource Ensures all outputs are delivered to a high standard and in an efficient manner Use resources effectively, at all times challenging processes to improve efficiencies Challenges poor results or failure to achieve acceptable performance standards
 Interpersonal and Communication Skills	<ul style="list-style-type: none"> Communicates in a fluent, logical, clear and convincing manner verbally and in writing Is able to listen effectively and develop a two-way dialogue quickly Maintains a strong focus on meeting the needs of internal and external customers & stakeholders Effectively influences others to take action Works to establish mutual understanding to allow for collaborative working Ensures that important team, department and organisational information is shared with employees and others as appropriate
 Analysis and Decision Making	<ul style="list-style-type: none"> Is skilled in policy analysis and development, challenging the established wisdom and adopting an open-minded approach Quickly gets up to speed in a complex situation, rapidly absorbing all relevant information/data (written and oral) Uses numerical data skillfully to understand and evaluate business issues Identifies key themes and patterns in and across different sources of information, drawing sound and balanced conclusions Sees the logical implications of taking a particular position on an issue Is resourceful and creative, generating original approaches when solving problems and making decisions
 People Management	<ul style="list-style-type: none"> Consults and encourages the full engagement of the team, encouraging open and constructive discussions around work issues Gets the best out of individuals and the team, encouraging good performance and addressing any performance issues that may arise Values and supports the development of others and the team Encourages and supports new and more effective ways of working Deals with tensions within the team in a constructive fashion Encourages, listens to and acts on feedback from the team to make improvements Actively shares information, knowledge and expertise to help the team to meet its objectives
 Specialist Knowledge, Expertise and Self Development	<ul style="list-style-type: none"> Clearly understands the role, objectives and targets and how they fit into the work of the unit and Organisation. Develops the expertise necessary to carry out the role to a high standard and shares this with others Is proactive in keeping up to date on issues and key developments that may impact on own area and organisation Consistently reviews own performance self development and sets oneself challenging goals and targets
 Drive and Commitment to Pobal's Values	<ul style="list-style-type: none"> Consistently strives to perform at a high level Maintains consistent effort under pressure and is resilient to criticism or setbacks at work Demonstrates high levels of initiative, taking ownership for projects and demonstrating self sufficiency Is personally trustworthy and can be relied upon Upholds the highest standards of honesty, ethics and integrity

Terms & Conditions of Employment

Salary	Grade 3 salary scale (€58,265 - €73,378)
Contract Type	Fixed Term Contract until August 2026 subject to continuing Government funding
Probation	A probationary period of six months will apply
Pension	Defined contribution pension scheme
Annual Leave	26 working days, exclusive of public holidays
Travel & Subsistence	Travel and subsistence will be paid at public sector rates
Location	The role can be located in any Pobal office
Blended Working Policy	Pobal can offer combination of office based and remote working either from home or a pre-approved business hub on the island of Ireland

Selection Process

A short-listing exercise will be employed. Eligible applications will be shortlisted according to how well the experience and skills as described by applicants match the needs of Pobal for this post. Those candidates whose applications, in the opinion of the review panel, appear best suited to the position will be short-listed for interview.

A panel will be in place for future roles.

Deadline for application: August 1st, 2025

Applications will not be accepted after the closing date



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