



IT BUSINESS ANALYST

(Payclass 11; 3-Year Contract)

INFORMATION & COMMUNICATION TECHNOLOGY SERVICES

The University of Cape Town (UCT) has consistently been ranked as the No.1 public university in South Africa and in Africa and is currently placed in the top 1,4% of universities globally by the Centre for World University Rankings (CWUR) in their current 2023 Global 2000 list (<https://www.news.uct.ac.za/article/-2023-05-16-uct-ranks-in-top-14-of-universities-worldwide>).

A university-wide ICT Strategy has recently been approved that underpins, enables, and supports the Institution's Strategic goals and objectives encapsulated in its VISION 2030.

The next step in this exciting journey is the execution of the ICT Strategy Implementation Plan and to this end we are seeking to appoint two (2) seasoned, highly driven, senior IT Business Analysts (BAs) in the Information and Communication Technology Services (ICTS) department. Both positions will be filled on a 3-year, full-time, fixed term contract basis and will be positioned in the IT Governance Services Division.

A hybrid - remote working model is on offer with the majority of work conducted virtually. However, occasional, in-person engagements will be required onsite at the Cape Town-based offices - staff are liable for their travel/commute costs.

The environment is values-based, results-driven and one where team members are trusted, supported, and empowered to deliver and grow, where a healthy work-life balance is promoted, contributions are valued, and achievements are recognised. Integrity, accountability, professionalism, commitment to team and service-centricity are at the core of our ethos.

The BAs will play a crucial role in bridging the gap between business needs and IT solutions involving collaboration with diverse stakeholders, understanding business processes, and translating requirements into technical specifications and will have opportunities to be involved in a variety of IT-related projects. The ideal candidates will have a good blend of analytical, communication, and technical skills, along with proven track records of successful project delivery and team collaboration.

Key Performance Areas (KPA's) include:

- Requirements elicitation; requirements documentation (incl. BRS, FRS and detailed business cases); solution evaluation, design and feasibility; stakeholder management; quality assurance / testing; organisational change management (incl. stakeholder analysis, readiness assessments, communications); support throughout the project management lifecycle and SDLC; developing and maintaining BA artifacts; continual improvement / contribution to team.

Requirements for the job:

- An Information Technology, Information Systems, Business Analysis or related qualification at a minimum NQF-6 level (i.e. 1-Year Diploma or Advanced Certificate); PLUS at least 5 years of relevant IT Business Analysis experience in IT projects, in an enterprise IT environment (large, complex IT environment); or
- An industry-recognised Business Analysis qualification at a minimum NQF-5 level PLUS at least 8 years of relevant IT Business Analysis experience in IT projects, in an enterprise IT environment (large, complex IT environment).
- Strong analytical thinking and problem-solving skills, with the ability to understand complex business processes and translate them into technical solutions.
- Proficiency in documenting business requirements and functional specifications.
- Proficiency in developing detailed business cases.
- Proficiency in business analysis methodologies, tools, and techniques.
- Excellent communication and interpersonal skills, with the ability to build relationships and interact effectively with diverse stakeholders of varying technical backgrounds.
- Thorough knowledge and experience in supporting the project management lifecycle and the software development lifecycle (SDLC) processes.
- Experience in data modelling, process mapping, and system design concepts.
- Good organising and time management skills with an ability to prioritise activities to meet deadlines.
- Good work ethic, the ability to work independently and collaboratively in a team and to assist with mentoring junior team members.
- Proficiency in the Microsoft Office suite and graphical modelling tools.

The following are **advantageous** but not essential:

- Experience in South Africa's public Higher Education sector;
- Industry-recognised certification in Project Management.

Employee Benefits:

- A competitive, market-related salary with opportunities to earn annual incentive bonuses.
- A Hybrid – remote working model.
- Opportunities for professional growth and development.
- Subsidised studies for staff, their spouse/life partner, and dependent children at UCT.
- Discounted tuition fees for staffs' dependent children at UCT Online High School (OHS).
- Annual study and exam leave (not accrued).
- Relocation assistance for successful candidates relocating from outside the Western Cape.

The work environment is results-driven and one where team members are trusted, accountable to each other, supported, empowered to grow, and expected to take ownership - one where healthy work-life balance is promoted, contributions are valued, achievements are celebrated, and leadership is developed.

If you meet the requirements and are proactive, resourceful, motivated, and passionate about Business Analysis, we'd love to hear from you.

To apply, please e-mail the below documents in a **single PDF file** to: icts-jobs@uct.ac.za with subject line, "IT Business Analyst":

- Application Form ([HR201 form](#))
- Cover letter
- Curriculum Vitae (CV) and
- Copies of your qualifications and relevant certifications

An application which does not comply with the above requirements will be regarded as incomplete. Please note: Only shortlisted candidates will be contacted and may be required to undergo a competency test.

Telephone: 021 650 3012

Website: <https://uct.ac.za/staff/general-vacancies>

Reference number: E231094

Closing Date: 06 December 2023 @09h00

"UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets.

Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf. "

UCT reserves the right not to appoint.