Job Description: IT Business Analyst   – Mardyke Arena, University College Cork

Job Title: IT Business Analyst

Department: Mardyke Arena IT & Digital Services

Reporting To: Company Accountant, Mardyke Arena

Contract Type: Full-time, Permanent / Fixed-Term

Role Summary

The IT Business Analyst at Mardyke Arena UCC will play a key role in analysing business processes, identifying technology solutions, and supporting digital transformation initiatives within the Arena.

The role will focus on gathering requirements, improving system efficiencies, and ensuring that IT services align with institutional objectives and UCC IT policies.

This role will involve close collaboration with UCC IT Services to ensure that Mardyke Arena's digital systems, cybersecurity policies, and IT governance align with UCC's strategic IT framework.

Key Responsibilities

Business Analysis & Process Improvement

- Engage with Mardyke Arena leadership, operational teams, and UCC IT Services to understand business requirements and identify opportunities for process improvement.
- Document and analyse existing workflows related to membership management, facility bookings, access control, finance, and reporting systems.
- Recommend and implement technology solutions to enhance operational efficiency, customer experience, and digital security.
- Support change management processes by ensuring clear communication between IT and business units.

Requirements Gathering & Solution Design

- Conduct workshops and interviews with Arena stakeholders and UCC IT to gather detailed functional and non-functional requirements.
- Translate business needs into technical specifications for development teams and vendors.
- Ensure alignment between Mardyke Arena's IT solutions and UCC's cybersecurity, data governance, and digital transformation strategies.

Project Management & Implementation Support

- Work collaboratively with UCC IT, Arena staff, and third-party providers to support the implementation of new systems and enhancements.
- Assist in project planning, monitoring, and evaluation of IT initiatives for the Arena.
- Support system testing, user acceptance testing (UAT), and post-implementation reviews.

Data & Reporting

- Analyse data sources to support decision-making and reporting requirements specific to Mardyke Arena's operations.
- Develop reports and dashboards to track performance, membership trends, and operational efficiencies.
- Ensure data integrity and compliance with GDPR and UCC IT data security policies.

Stakeholder Engagement & Communication

- Act as a liaison between Mardyke Arena staff, UCC IT Services, and external vendors to ensure IT solutions meet end-user needs.
- Deliver training and support to Mardyke Arena staff on new digital tools and systems.
- Ensure effective communication of IT projects and changes across the Arena and alignment with UCC's IT policies.

Compliance & Governance

- Ensure Mardyke Arena's IT solutions comply with UCC IT policies, data protection (GDPR), and cybersecurity regulations.
- Contribute to IT governance, risk management, and quality assurance processes within the Arena.

Essential Qualifications & Experience

- A degree in IT, Business Information Systems, Computer Science, or a related field with relevant work experience accepted
- At least three years of experience in business analysis, IT project support, or a related role.

- Strong analytical and problem-solving skills, with the ability to interpret complex data.
- Experience gathering business requirements and translating them into functional specifications.
- Knowledge of business process mapping, workflow automation, and IT service management (ITSM).
- Familiarity with project management methodologies (Agile, Waterfall, or Prince2).
- Excellent stakeholder engagement and communication skills.

Desirable Qualifications & Skills

- Experience working in a sports or leisure environment (desirable) or alternatively in hospitality or higher education environment .
- Knowledge of membership management systems, facility booking platforms, ERP, CRM, or digital access control systems.
- Certification in Business Analysis (CBAP, PMI-PBA) or Project Management (Prince2, PMP, Agile).
- Experience with data visualisation tools such as Power BI or Tableau.

Key Competencies

- Strong attention to detail and organisational skills.
- Ability to work independently and collaboratively in a team environment.
- Adaptability and a proactive approach to problem-solving.
- Excellent written and verbal communication skills.

Salary & Benefits

- Competitive salary
- 20 days holidays + 3 company days at Christmas
- Company pension scheme (T&C's apply)
- Staff and Family membership (T&C's apply)
- Sick pay policy (T&C's apply)
- Many more benefits

Application Process

Interested candidates should submit a cover letter and CV via email to our Communication Manger Sohini at info@mardyke.ucc.ie.