Enterprise Ireland

Fixed Term Contract (3.5-year duration)

Title	Technical Business Analyst
Grade	Level E
Department	Service Delivery Transformation
Reporting to	Department Manager, Service Delivery Transformation
Location	Eastpoint, Dublin
Job Reference	**EI.091.25E**

Background

Enterprise Ireland is a statutory agency under the aegis of the Department of Enterprise, Trade & Employment (DETE), responsible for the development and growth of Irish enterprises in world markets. We work in partnership with Irish enterprises to help them start, grow, innovate and win export sales on global markets. In this way, we support sustainable economic growth, regional development and secure employment.

Enterprise Ireland's strategy, "Delivering for Ireland, Leading Globally (2025-2029)", was developed in the context of our 2030 vision: Irish enterprises creating solutions for global challenges and delivering sustainable prosperity throughout Ireland. Further details on the organisation and its services are available at www.enterprise-ireland.com.

Local Enterprise Offices (LEOs) work with Enterprise Ireland to ensure that businesses of all sizes are assisted on their development journey from start-up to scaling. Our core collective objectives are to boost the productivity of established businesses and connect enterprises with innovation opportunities at home and internationally, maximising their growth and job creation potential.

Local Enterprise Offices working with Enterprise Ireland

The Local Enterprise Offices work "to develop and sustain a positive enterprise ecosystem at local level throughout the country that will in particular drive new added-value start-ups, the further growth of small and micro enterprises and enhance local economies." They are a key partner in delivering on the ambitions set out by Enterprise Ireland and operate under a service level agreement between Enterprise Ireland and the Local Authorities.

LEO Digital Transformation Programme

The LEO Digital Transformation Programme has been designed to put in place a digital ecosystem of software platforms and supporting processes to allow the LEO network to scale and grow to meet with client needs, providing a pathway for Irish companies to Enterprise Ireland and to improve and secure service delivery.

A key deliverable of this Programme is Public Service Excellence – delivering client-led, agile, innovative, and digitalised services through the new LEO Platform will strengthen the efficiency and effectiveness of the LEO service delivery and in turn maximise the economic impact. Through 360^0 client views and live data LEOs and Enterprise Ireland will be better informed to review supports; consider client needs and develop relevant and appropriate products to benefit our clients and the economy. The LEO Digital Transformation Programme consists of a connected series of projects that will run concurrently to achieve several high-level objectives for the LEOs. The programme approach will be delivered by a cross functional team working together to resolve

key business pain points, elevate the client experience and deliver best in class technical platforms to support the new ways of working.

Role Purpose

This role will work with the LCES (LEO Enterprise System) Programme Team and for the purposes of the Programme will operationally report to the Programme Manager while functionally reporting to the Department Manager, Service Delivery Transformation. The successful candidate for this position will have responsibility for ensuring that the new LEO CRM system aligns with business needs which will include documenting, validating, and maintaining business requirements, including JIRA user stories and acceptance criteria. Additionally, they will support the solution design process and assist in the build phase to ensure developers fully understand the business requirements. The role also involves supporting users during testing and rollout of the solution, and applying all the learnings from the implementation phase to the post-implementation phase to ensure the system operates effectively and meets ongoing business needs. It must be noted that the business requirements and user stories are documented and the methodology for the project implementation has been agreed and this role must adhere to that process and methodology.

Key Responsibilities
- Writing and validating acceptance criteria for user stories by engaging with stakeholders.
- As a subject matter expert of the LEO business requirements support the design, build, testing, UAT, and post-implementation of the system.
- Working closely with the software implementation partners guide them on the business process and identify any gaps, workarounds or additional needs.
- Ensuring the system being built aligns with business requirements.
- Management and tracking of requirements through JIRA on an ongoing basis.
- Collaborate with project team members, colleagues and stakeholders from Enterprise Ireland, Local Enterprise Offices, and other public sector organisations.
- Participate in daily standups, weekly meetings and provide updates to the programme team as required
- Engage with the Senior Business Analyst to acquire knowledge and enhance skills.

Key Deliverables

1. Engage with internal and external stakeholders to gather analyse, confirm, clarify and document business requirements/user stories:
    - Schedule regular meetings with stakeholders to discuss project progress and requirements.
    - Clarify any ambiguities or uncertainties in the requirements.
    - Ensure stakeholder expectations are aligned with project deliverables.
2. Write the acceptance criteria for the user stories:
    - Document the user acceptance criteria for each of the user stories in JIRA.
    - Identify any changes or updates needed based on evolving project objectives and scope.
    - Collaborate with stakeholders to validate the user stories, acceptance criteria and make necessary adjustments.
3. Ensuring all business requirements remain aligned with the evolving project objectives and scope:
    - Monitor project objectives and scope to ensure they are consistent with business requirements.
    - Adjust requirements as needed to reflect changes in project direction or priorities.

- Communicate any changes to stakeholders and project team members.
4. Document any discrepancies or additional requirements identified during the ongoing validation process:
    - Keep detailed records of any discrepancies or additional requirements discovered during validation.
    - Report findings to stakeholders and project team members.
    - Propose solutions or adjustments to address identified issues.
5. Assist and learn from the Senior Business Analyst throughout this process:
    - Work closely with the Senior Business Analyst to gain insights and knowledge.
    - Participate in training sessions and mentorship opportunities.
    - Apply learned skills to improve performance and contribute to project success.
6. Provide ongoing support and guidance during the solution design, development, and testing:
    - Collaborate with the design and development teams to ensure solutions meet business requirements.
    - Offer expertise and advice during the testing phase to validate solutions.
    - Address any issues or concerns that arise during design, development, and testing.
7. Support the preparation and execution of User Acceptance Testing (UAT):
    - Review test plans and scenarios for UAT.
8. Address any issues or concerns raised during UAT and ensure they are resolved promptly:
    - Monitor UAT progress and identify any issues or concerns.
    - Work with the project team to resolve issues quickly and effectively.
    - Communicate resolutions to stakeholders and ensure their satisfaction.
9. Document lessons learned and best practices to improve future project phases:
    - Keep detailed records of lessons learned throughout the project lifecycle.
    - Identify best practices and areas for improvement.
    - Share findings with the project team to enhance future project performance.

Functional Competencies (Skills, Experience & Qualifications)

Essential:
- Bachelor's degree in business administration, information technology, or related field.
- Significant experience in writing and validating business requirements and user stories, analysing complex business requirements, and mentoring junior analysts in significant digital projects.
- Strong knowledge and significant experience in supporting solution design, development, testing, and UAT as a business Subject Matter Expert in significant digital projects.

Desirable:
- Lean Six Sigma Green Belt or equivalent certification in process improvement methodologies.
- Advanced Excel and Visio, CRM systems such as MS Dynamics, JIRA configuration, data modelling, and mapping.
- Knowledge of current project delivery methodologies such as Agile.
- Strong communication skills, both verbal and written, stakeholder engagement, business acumen, leadership, and negotiation skills.
- Ability to demonstrate critical thinking and analytical skills

Enterprise Ireland

_____

Salary Scale

€80,668 to €99,073 per annum contributory superannuation
Rising to €105,168 by long service increments.

€77,917 to €94,117 per annum non-contributory superannuation
Rising to €99,910 by long service increments.

_____

Application and Selection Process

The selection process may include short-listing of candidates. The selection criteria will be based on the essential requirements of the position. It is therefore important that you provide a detailed and accurate account of where you believe your skills and experience meet the requirements for the position. This should be contained in a short document (template attached - maximum 2 pages) accompanying your CV.

To apply for the position, send a detailed CV and a completed supporting document quoting reference number **EI.091.25E** to reception@orangerecruitment.ie to be received **on or before 3pm on Monday 18th August 2025.**

Eligibility: Internal applicants must have successfully completed 6-months probation to be eligible to apply.

N.B. All correspondence will be acknowledged in writing by the HR Department within 3 working days. Applicants who do not receive an acknowledgement within 3 working days should contact reception@orangerecruitment.ie

ISSUED BY HR DEPARTMENT, ENTERPRISE IRELAND ON WEDNESDAY 30th JULY 2025

Enterprise Ireland is an equal opportunities employer

Recruitment Data Protection Statement | Enterprise Ireland (enterprise-ireland.com)