

Job Description: HCM and MIS Provisioning Technical Business Analyst

Reports to: Senior IT and Systems Project Manager

Location: Currently operating hybrid working in our West London Office

Contract: FTC (6 months)

Pattern: Full Time (standard hours 9am – 5.30pm)

Salary: £40,000 - £50,000 (depending on experience)

About the role:

Ark is implementing Midland HR's iTrent as our new Human Capital Management (HCM) and payroll system, replacing Cezanne and integrating with Microsoft Entra and Bromcom. We are seeking a Technical Business Analyst to support the integration of iTrent into Ark's infrastructure, with a focus on identity provisioning, system decommissioning, and ensuring accurate data flows across systems.

Another key part of this role will involve supporting the integration between iTrent and Bromcom, ensuring that staff records are created accurately and that key data is written back to Bromcom to maintain consistency across systems. This will require a detailed understanding of data dependencies, user lifecycle events, and how these systems interact within Ark's broader technical architecture.

You will work closely with the Project Manager, IT, HR, and school stakeholders to:

- Redevelop, document and implement staff onboarding and offboarding request workflows.
- Manage a smooth and secure transition.
- Maintain continuity of service across systems during the rollout.

Key Responsibilities:

Requirements

- Define and document the preferred approach to identity provisioning using iTrent and Microsoft Entra.
- Define and validate data requirements for integration and provisioning, including data cleansing needs.
- Ensure new provisioning processes include all necessary data to support downstream systems, particularly Bromcom.
- Collaborate with IT and People teams to align provisioning with Ark's infrastructure and security standards.
- Review, remap and update current workflows that rely on the identity provisioning, such as onboarding and offboarding of staff.

Configuration and Migration

- Define the transition process between the current and new identity management process – taking into account the overlap during rollout.
- Support the decommissioning of legacy systems (Cezanne and Bromcom as legacy systems and Salamander as the integration service)
- Define and coordinate Bromcom changes as it transitions to be a receiving system instead of a source system.
- Provide support for implementation of these changes during pilot and transition phases.
- Lead the configuration and migration tasks.

- Perform system integration testing of changes.
- Responsible for data quality checks and correction of data during migration
- Responsible for post go-live snagging of the integrations and data issue resolution.

Documentation

- Create requirements and mapping specifications for the new integrations.
- Update and maintain system interface maps and data flow documentation.
- Contribute to the Transition to Service document and handover to the support teams.

Person Specification: HCM and MIS Provisioning Technical Business Analyst

Qualifications

- BSc Business Analysis certification or equivalent (desirable).
- Microsoft Certified: Identity and Access Administrator Associate (desirable).

Knowledge & Skills

- Experience designing and implementing user provisioning and staff onboarding/offboarding processes.
- Strong understanding of Microsoft Entra ID, Active Directory and IAM principles.
- Experience with automated provisioning tools (e.g. Power Automate, PowerApps or something similar).
- Familiarity with API-based integrations and data mapping.
- Experience working with HCM systems (e.g. iTrent, Cezanne, Workday)
- Understanding of data protection legislation and compliance best practices.
- Experience work in multi-site or multi-domain environments (desirable).
- Experience in the education sector (desirable).
- Knowledge of waterfall and agile project methodologies (desirable).

Personal Qualities

- Effective communicator with both technical and non-technical audiences.
- Excellent attention to detail and documentation.
- Able to use initiative with strong problem-solving skills.
- Self-starter with strong organisational and multitasking abilities.
- Discreet and able to handle sensitive information with care.
- Able to work independently and collaboratively.
- Strong analytical and problem-solving skills.

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check
- The role will be office and home based, with a requirement for the role to be either onsite at a school or in the office 2 to 3 times a week.

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).