

JOB DESCRIPTION

Job Title: Systems Analyst

Job Grade/Level: MIS/IT 4

1. STRATEGIC OBJECTIVE:

The Information and Technology Division is responsible for providing support to the Treasury in all areas of operations, facilitating the modernization of fiscal processes through the use of better methods and techniques, and cutting edge information technology. The work of this division improves the acquisition, allocation, utilisation and conservation of public financial resources using automated, integrated, effective, efficient and cost effective information systems.

The Division is responsible for the development and maintenance of the Government's Integrated Financial Management Information System (GIFMIS). It is also responsible for training the AGD's staff as well as staff of the MOFPS and other MDAs in the use and functions of the relevant IT systems, guided by recognized standards and formal policy.

The Division is also responsible for the implementation and maintenance of the AGD's Records Management System (RMS) as part of the overall management system, based on records management principles, to facilitate the management of the AGD's records to meet the AGD's information needs, stakeholders' information expectations, and statutory and fiscal requirements regarding records.

2. JOB PURPOSE:

Reporting to the Senior Programmer, the Systems Analyst in collaboration with other IT staff is responsible for designing new IT solutions, modifying, enhancing or adapting existing systems and integrating new features or improvements, to improve the efficiency of Treasury operations, productivity, and effectiveness. In support of the development and maintenance of the Government's Integrated Financial Management Information System (GIFMIS), and other enterprise wide systems, the incumbent ensures the development of applications that meet the needs of end users, administers the Operating Systems (OS) on which these applications reside, and maintains application backup and recovery schedules.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To act as liaison between the AGD and Suppliers/Developers of solutions;
- To examine existing IT systems and business models;

- To analyse systems requirements;
- To undertake product development;
- To implement, configure and test feasible solutions:
 - Conduct cost analysis and agree the timeframe to implement the proposed solutions.
 - Specify and shape system requirements and operations, user interface and output and develop proposals.
 - Work closely with staff and software developers, during the report and implementation phases.

3. KEY OUTPUTS

- Relevant technical advice;
- All IT Systems manages and maintains the Treasury operations;
- Development work plans and schedules produced;
- Systems designs produced;
- Functional Design Produced;
- Unit test plans produced;
- Test Data Developed;
- High Quality application/services solutions produced;
- Inputs to standards development submitted;
- Training and technical end user documentation prepared and delivered as required;
- Periodic reports.

4. KEY RESPONSIBILITIES

Technical

- Provides technical expertise and recommendations in assessing new IT software projects and initiatives to support and enhance the Treasury's existing Microsoft based systems.
- Makes recommendations on custom applications which include a number of MS-Access data capture systems for Stewardship and other databases which need to be moved into a central SQL repository.
- Identifies opportunities that can improve efficiency of the Treasury business processes.
- Investigates and resolves application functionality related issues and provides first level support and troubleshooting all Treasury systems.
- Coordinates application development for multiple projects.
- Assists in troubleshooting software application issues.
- Assists in managing an outsource relationship for 3rd party application development consultants.
- Assists with application installation and testing.
- Troubleshoots technical issues and identifies modifications needed in existing applications to meet changing user requirements.

- Provides assistance and advice to all users in the effective use of applications and information technology.
- Provides minor programming for some in-house IT projects.
- Writes technical procedures and documentation for the applications including operations, user guide, etc.
- Produces technical documentation for new and existing applications.
- Participates in weekly meetings with the IT network team to discuss progress and issues to be resolved, and report progress on a weekly basis to the Senior Programmer.
- Participate on IT project steering committees and be involved in the design phase of any new IT software development projects.
- Assists in the creation of the system design and functional specifications for all new development projects.
- Serves as a liaison and facilitator between all Divisions and units to assist in addressing and resolving IT software issues.
- Collaborates with Units in regard to business process re-engineering and develop system requirement specifications that meet those needs.
- Any other related duty that may be assigned from time to time.

5. KEY PERFORMANCE INDICATORS

The job is successfully performed when:

- Adequate technical advice is provided.
- Work process improvements identified and new technology implemented.
- Effective technical analyses performed on systems requirements.
- State of the art system designs produced.
- Appropriate training and technical and end user documentation prepared and delivered.
- Periodic reports provided as required.

6. JOB SPECIFICATION:

a. Qualification and Training

Essential:

- Bachelor's Degree in Computer Science or Information Technology or equivalent

Desired:

- Business Studies

b. Experience and Knowledge

- At least two (2) years' experience as a System/ Programmer Analyst or other relevant post.

c. Competencies

The following competencies are required for the effective performance of this job:

- Thorough understanding of structured programming principles, system analysis techniques, system design, industry standard testing principles, system implementation, user training and follow-up.
- Thorough understanding of multiple platform function including Mini-Computers, Personal Computers and workstations, to include operating system, utilities, shared and peer function.
- A deep understanding of the interdependent relationship between infrastructure, information security and the applications/services they enable as well as the criticality of maintaining strong connections between the respective teams within IT.
- Excellent understanding of multi-disciplinary nature of IT solutions.
- Ability to see the "big picture" across such areas as private and public hosted infrastructure and services, identity management, security, telecommunications, enterprise storage, end user experience, and training/education.
- Functional understanding of project management principles and their application to Infrastructure projects and teams.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department in a consistent, effective and efficient manner.
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks.
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals.
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service.
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring IT professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.
- **Ability to work effectively under pressure**

- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives.
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment.
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-ones face-to-face, with excellent public speaking skills.

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands - Pressured working conditions with numerous critical deadlines.

Work Environment - Normal office conditions