

JOB DESCRIPTION

Job Title:	Systems Analyst
Job Grade/Level:	MIS/IT 4
Department:	The Accountant General's Department – A Department of the Ministry of Finance and the Public Service
Reports to:	Senior Programmer
Direct Reports:	N/A

This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

STRATEGIC OBJECTIVE:

The Information and Technology Division (ITD) is responsible for providing support to the Accountant General's Department (AGD) in all areas of operations, facilitating the modernization of fiscal processes using 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 platform support of the Government's Financial Management System (GFMS).

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 Financial Management System (GFMS), and other enterprise-wide systems, the incumbent ensures the development of applications that meet the needs of end users.

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

- 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 provided.
- Development artifacts 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 systems.
- Makes recommendations on custom applications.
- Identifies opportunities that can improve efficiency of the Treasury business processes.
- 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 users in the effective use of applications and information technology.
- Writes technical procedures and documentation for the applications including operations, user guide, etc.
- Produces technical documentation for new and existing applications.
- 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 Divisions and Units to assist in addressing and resolving IT software issues.
- Collaborates with Units regarding business process re-engineering and develop system requirement specifications that meet those needs.

Any Other Duties

- 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.
- Accurate development artifacts produced
- 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

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 Personal Computers and workstations, to include operating system, utilities, shared and peer function.
- Functional 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.
- Functional 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 development 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.

- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations.
- **Collaboration and Team Work:** The ability to be a collaborative business leader (internally and externally), 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.
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change.
- **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, to build trust and credibility.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and face-to-face, with excellent public speaking skills.

9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Work Environment - Normal office conditions