Position description

Position title	*Senior System Analyst*
Group / Branch	*Finance & Technology/Business Technology Service (BTS)*
Reports to (Title)	*Application Lead*
Competency level	*Individual Contributor*

Job Purpose

The Senior System Analyst is to supervise and operate the organisation's application through implementation best practices. This includes analysing problems, configuring of systems, upgrading, and maintaining the company's investments in proprietary and SAAS technologies. The Senior System Analyst is also responsible for planning and coordinating the change management of processes required for the support of applications necessary for business operations. This individual will apply proven communication and problem-solving skills to solve issues related to the deployment of mission-critical applications software.

The role of the Senior Systems Analyst has significant impact (and shared responsibility) on the use of Information Technology applications, software, and services across the entire organisation. The role will influence IT standards and processes, and decisions made will affect the business and technical viability of IT applications, user experience, and long term costs and risks.

Applications are defined as either Business or Enterprise:

- Business Applications - Support a specific business unit including billing, customer relationship management, payment channels, work management, property connections and satellite systems
- Enterprise applications are those that support a whole of business including ERP, content server, people management and safety and satellite systems

Key Accountabilities

The Senior Systems Analyst works with business and BTS stakeholders to:

- Ensure that application software meets business requirements and goals, fulfills user requirements, and identifies and resolves systems issues.
- Analyse business and technical opportunities, risks, and problems to devise and implement application solutions
- Manage the technical configuration, performance, and reliability of selected applications
- Support and resolved application service desk tickets that have been escalated from the Service Desk
- Recommend any additional hardware or software requirements needed for successful application deployments, configuration, or maintenance.
- Liaise with company's application suppliers for prompt rectification of any problems or emergencies.

- Evaluate changes in order to identify potential problem areas and make the appropriate recommendations.
- Evaluate, install, configure, and deploy applications, systems software, products, and/or enhancements to existing applications throughout the organisation.
- Collaborate with analysts, designers, and system owners in the testing of application software programs and related applications.
- Perform daily monitoring and troubleshooting of the application; install and configure patches and upgrades as required, if part of that application remit.
- Prepare and deliver activity and progress reports for presentation to the management team.

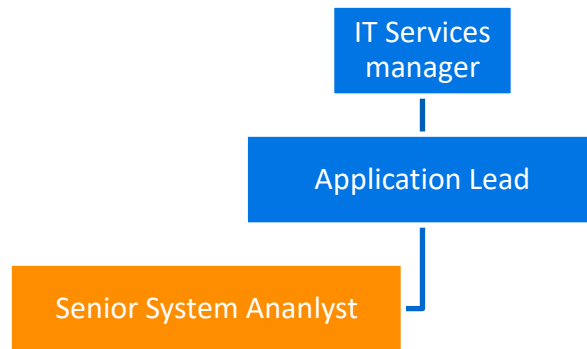Provide direction to the application lead in support of application operations.
- Liaise across BTS to assist with design specifications, program logic, and data conversions.

Knowledge, Skills & Experience

- Bachelor's and/or master's degree in information technology; or demonstrated 5+ years related and relevant experience

- Outstanding communication and interpersonal skills, with strong track-record of Track record in successful stakeholder management and business engagement
- Strong understanding of application management principles and lifecycles with ability to assess and prioritise workload.
- Demonstrated experience working on large/ complex applications.

- Experience with Software Development and Testing principles and processes
- Experience with business process modelling and BPMN
- Familiarity with common ISO quality and safety management standards
- Familiarity with Application Lifecycle Management principles
- Familiarity with ITIL ITSM models and processes
- Familiarity with Enterprise Information Architecture principles and master data management techniques
- Proficiency with MS Office productivity tools such as Word, Excel, PowerPoint, etc
- An understanding of database technologies particularly SQL Server and Oracle
- Track record in successful stakeholder management and business engagement

Dimensions

Organisational Chart

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                    │  IT Services    │
                    │   manager       │
                    └────────┬────────┘
                             │
              ┌──────────────┴──────────────┐
              │      Application Lead        │
              └──────────────┬──────────────┘
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  ┌────────────────────────┐ │
  │ Senior System Ananlyst │─┘
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Number of people managed:

N/A

Size of budget managed:

N/A

Value of Assets managed:

N/A