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## Position Description

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Vacancy Title: **Assistant System Analyst ( Re-advertised)**

Location: **Suva**

Reports To: **None**

### Objective

The Assistant System Analyst will report directly to the IT Coordinator and will be responsible for analyzing, designing, implementing and maintaining both in house and out sources applications and various technologies managed by IT Department.

### Outcomes

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#### Organisational Stakeholders

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##### 1. IT Operation Service Provided

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- Assistance to IT Team provided
  - TLTB System Procedures reviewed.
  - GIS Linked to TLTB System
  - Annual Accounts Reports Information provided.
  - Specific tasks as directed by Manager IT implemented
  - Software vendors assisted in their maintenance visits.
  - TLTB system Report for both internal and external parties prepared.
  - Review of system procedures and business process re-engineering assisted.
  - Payroll runs on a fortnightly basis assisted.
  - Administration in Financial system, Land Management System, TLTB Internal and external systems.
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##### 2. Applications, Software, Servers Development

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- Database systems in both MS Access and SQL Server designed and developed.
  - Development of middleware and APIs for integration of cloud storage or application with on premise applications ensured.
  - Assistance in the development of TLTB System functions and databases.
  - Company Web Pages including graphics, animation and functionality designed.
  - Software requirements and design solutions understood through working closely with all business teams.
  - Assistance provided in the Development of innovative solutions and enhancements.
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##### 3. Maintenance Document Support

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- User Requirements Gathered: Responsible for understanding the business processes and workflows of an organization or business to identify its requirements for software development, prepare data mapping, diagrams, and flowcharts.
  - Specifications Created: Based on user requirements, create detailed specifications for software development that outline the technical requirements and features of the application.
  - Testing and Quality Assurance: Test software during development to ensure it meets the end user's needs and is free of bugs or defects. Ensure User Acceptance testing for Software solutions is carried out after testing. Also carry out System integration testing for Software solutions if system is integrating with other system.
  - System integration testing for Software solutions.
  - Training Users: Trains end-users on how to use the new IT Systems / Applications effectively. Develop user manuals and training materials, and provide support to users when they encounter issues with the system. Also conduct refresher training Existing System / Application end-user.
  - Test, debug and document software developed both internally and externally.
  - The organization's software' application requests supported, including assisting in the extraction of data for reporting.\
  - TLTB System, other TLTB specified Applications maintained and supported.
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##### 4. Monitoring and Maintenance Support

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- SQL Server Replication maintained
  - Server Problems investigated and fixed (SQL, Windows 2003 Server, Exchange Server, etc)
  - Monitoring Systems/Applications: monitor all TLTB system especially regularly to ensure that it is functioning as expected.
  - Troubleshooting Issues: If there is a problem with the system, investigate and diagnose the issue to determine its cause. This can involve analysing system logs, examining error messages, and testing the system. Troubleshoot Web applications and Kubernetes applications on Azure cloud. Troubleshoot database (postgres) on Azure cloud.
  - Resolving Issues: Once the root cause of the issue has been identified, must take appropriate steps to resolve it. This can involve applying software patches, modifying configuration settings, or providing user training.
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##### 5. Documentation Implementation

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- Detailed documentation of the system maintained, including system architecture, configuration settings, and troubleshooting steps. This documentation is critical for future reference and knowledge sharing.
- Procedures for all server backups developed, maintained and monitored.
- Distribution of client/server software and service packs monitored, planned and coordinated.
- TLTB System User Manual maintained.

#### 6. Compliance Management

- User compliance monitored with TLTB System Work Procedures in the TLTB System user manual.
- Continuous Improvement: Work to identify areas for improvement in the system, including opportunities for optimization, new features, and enhanced functionality.
- Liaising with vendors for outsourced system / application in terms of support and maintenance.

#### 7. Customer Service

- Quality and efficient customer service to all internal and external clients of the Board maintained.
- Data Report from various systems to internal staffs and executive management.
- Government Grant (Rent Subsidy) reports to executive management.
- Monthly emailing bulk e-Statements.
- eRequest from all regions and staffs facilitated upon approval.
- Assist Staff when HNA team or Helpdesk team not available.
- Opening of bulk cases for arrears, rent reassessment, online marketplace.
- Assist in audits ensured.
- GL Transactions provided for Finance audits.
- User information's from different systems provided for finance and IT audits.

#### 8. People and Teamwork

- Efficient work practices in place through active participation in teamwork, sharing of information and proposing improvements.
- Work closely with end-users (Internal Staffs) to understand their needs, requirements and ensure that the system design is user-friendly and easy to use.
- Facilitate collaboration and communication between different teams and stakeholders to ensure that technology solutions meet business requirements and deliver value to end-users.
- Interface and relationship with IT System Analysts and Geospatial Unit maintained.

#### 9. Continuous Learning

- Continuous learning and development of own skills and knowledge base is ensured.
- Conferences and workshops attended to network with other professionals, learn about new technologies, and gain valuable insights into the latest trends and best practices.

#### 10. Demonstrate TLTB Image and Value Standards at all times.

- Integrity of information maintained.
- Confidentiality of information ensured.
- Professional and ethical standards sustained.
- Participate in the Business Excellence Framework: Quality Circle, CSR and 5s.

#### 11. Efficient and Effective Delivery of any other assigned work.

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## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Risk Management	Analyse and manage risk.
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Documentation	Communicate using formal business writing.
<b>Customer</b>	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Quality Focus	Deliver quality.

Competence	Description
Organisational Values	Display the organisation's image and value standards.
<b>People</b>	
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
<b>Professional</b>	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Degree	Computer Science, Information Technology	

## Work Knowledge and Experience

2 years of highly relevant experience in a specific area of work, requiring specialized training.

Ideal candidate should have 1-2 years experience in the analysis, design and development of computer systems

Technical experience and previous development skills in the client/server application arena

Knowledge and development experience of Visual Basic, .net C# or C++ and Microsoft Sequel Server is required

Strong web design skills which will include the ability to edit HTML and JavaScript skills.

Knowledge of Search Engine Optimization (SEO) techniques

Experience with Windows 2000/2003 Server platforms with an emphasis on Active Directory

LAN/WAN configurations to include experience with Cisco routers & switches, Internet firewalls, and wireless technology

Significant experience with other Microsoft products and environment would be an advantage

Experience working closely with business teams to understand requirements and design solutions

Required experience defining, documenting, and communicating multiple alternatives for system development

Flexible attitude, ability to perform under pressure

Demonstrated success in improving quality of customer service

Establishes high personal standards and serves as an effective role model

Excellent interpersonal, time management, communication, presentation and organizational skills are required

## Requirements

### Language Proficiency

Excellent command of English

Knowledge of another language

### Professional Associations

Membership of appropriate Professional Institution

### Regulatory Compliance Requirements

Driver's License

## Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	All staff	
	Executive Management	
	Management Team	
	Regional and Headquarters	
<b>External</b>		

Type	Interaction	Comments
	Clients	
	Stakeholders	
	Suppliers	

## Attributes

### Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

### Interpersonal Styles

Customer/Client Focused	Focused on client and customer satisfaction and ensuring high levels of service are maintained at all times
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Self Sufficient and Assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities
Team Oriented	Enjoys being with others as part of a group or team.

### Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Challenger	Queries, tests information/beliefs and provokes thought.
Concrete thinker	Focuses on the tangible experiences of actual things or events.
Decisive	Reaches conclusions, promptly and firmly.
Disciplined / Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach
Flexible / Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions
Initiative	Takes action and makes decisions without the help or advice of other people.
Numerate	Shows abilities in quantitative thought and expression.
Well organised	Controls tasks in a well thought out and critical manner.

## How To Apply

Apply Online Through HRmonise Link

## Contact for Enquiries

Contact Name: Seruwaia Bolatini

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Further Contact Information: 3312733

**Closing Date: 04 Oct 2024**