



Position Description

Vacancy Title: **System Analyst Programmer**

Location: **Suva**

Reports To: **None**

Objective

The role of the System Analyst Programmer is to analyze, design, implement and maintain both in house, outsourced applications and various technologies on project managed by the IT Department. The incumbent will be expected to deliver against the key accountabilities above and perform other tasks required of them as directed by the Senior Coordinator Projects / IT Coordinator.

Outcomes

Organisational Stakeholders

1. IT Operational Services Provided

- Assist in review of system procedures and business process re-engineering.
 - Prepare TLTB system Report for External Parties.
 - Prepare TLTB system Reports for TLTB Staff Member.
 - Assist in the Review of TLTB System Procedures.
 - Assist in the GIS link to TLTB System.
 - Assist Software vendors in their maintenance visits.
 - Assist in providing information for Annual Accounts Reports.
 - Implement specific tasks as directed by MIT.
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2. Applications/Software/Servers Development, Support, Maintenance and Documentation

A) Development

- Development of applications, web applications using Microsoft development tools and any other development language, user interface design, Windows programming, client/server development and component design, and business processes to TLTB infrastructure.
- Develop middleware and APIs for integration of cloud storage or application with on premise applications ensured.
- Assistance provided in the Development of TLTB System functions.
- Assistance provided in the Development of innovative solutions and enhancements.
- To design and develop database systems in both MS Access and SQL Server ensured.
- Responsible for the design of company WebPages, including graphics, animation and functionality ensured.

B) Support & Maintenance

- Test, debug and document software developed both internally and externally.
- SQL Server Replication maintained.
- Audit functions on TLTB Systems checked.
- Customization of TLTB Website as well as Integration of third party products with TLTB existing technology ensured.
- The human interface to applications will be consistent across all applications ensured.
- Server Problems supported (SQL, Windows 2012 Server, Exchange Server, etc).
- 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.

C) Documentation

- Develops, maintains, and monitors procedures for all server backups ensured.
 - Monitors, plans, and coordinates the distribution of client/server software and service packs.
 - TLTB System Documentation of procedures prepared.
 - TLTB System User Manual maintained.
 - Ensure reports follow a naming convention which the majority of report users understand.
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3. Compliance

- Monitor user compliance with TLTB System Work Procedures in the TLTB System user manual.
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4. Customer Service

- Provide quality customer service to TLTB's internal users.
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5. Teamwork

- Interface and relationship with IT System Analysts and Geospatial Unit maintained.
- Contribute to efficient work practices by active participation in teamwork, sharing of information and proposing improvements.
- Work closely with all business teams to understand requirements and design solutions.

6. Continuous Learning

- Maintain relevance of own skills and knowledge base.

7. Demonstrate TLTB image and value standards at all times

- Enhance the image of TLTB by demonstrating a professional and ethical manner at all times.
- Integrity of information maintained.
- Confidentiality of information ensured.

8. Any other work assigned

- Efficient and effective delivery of any other work assigned.
- Prepare business application strategies for client/server and business process, regular TLTB System project report. updates to TLTB SYSTEM User Manual, regular budget advice and reports
- Conduct analysis, design, development and implementation of systems applications on scheduled projects for TLTB
- Analyze performance of TLTB computer systems against expected user requirements
- Coordinate analysis, design, documenting and communicating multiple alternatives for system development and maintenance of TLTB computer systems. Development and implementation of a development methodology in information technology

Responsibilities - Key Competencies

Competence	Description
Business	
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.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Quality Focus	Deliver quality.
People	
Team Orientation	Work in a team towards a common aim.
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.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Global Environment	Respond to globally driven changes in the organisation's environment.
Technology Application	Apply technology.
Operational	
Maintenance	Monitor and/or maintain equipment, plant or vehicles in sound operating order.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Information Technology and/or Information Systems	

Work Knowledge and Experience

- Ideal candidate should have 12 years experience in the analysis, design and development of computer systems.
- Technical experience and previous development skills in the client/server and web 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 Optimisation (SEO) techniques.

Experience with Windows 2012/2019 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.

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

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
Internal		
	All staff	
	Executive Management	
	Management Team	
	Regional and Headquarters	
External		
	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

Refer to link on advert

Contact for Enquiries

Contact Name: Makereta Vulatini

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Closing Date: 24 Jan 2025