

Position Description

Vacancy Title: **Systems Support Analyst**

Location:

Reports To: **None**

Objective

The Systems Support Analyst provides support, training, testing, and implementation of new functionality for applications, solving organizational information problems and requirements by analyzing, designing specifications, and recommending systems controls with leader's assistance. Reports to Applications Change Manager.

Outcomes

Organisational Stakeholders

1. Operational Excellence

- System availability and functionality ensured with minimum downtime and data integrity maintained.
- Monthly billings checked and prepared for payment before deadlines.
- Standard operating procedures implemented where required.
- Quality assurance, documentation, training, and implementation of releases performed.
- Operational objectives determined by studying business functions and evaluating requirements.
- Controls recommended by identifying problems and writing improved procedures.

2. Learning and Growth

- Detailed research conducted relating to system impact on business.
- Systems training and operational job training conducted as required.
- Guidance provided to trainee staff on tasks.
- Relevant workshops attended to ensure current skill levels.
- Good health and safety practices promoted, ANZEN requirements supported.

3. Customer Service

- Incidents relating to system concluded and users provided with reference.
- Feedback and ideas solicited from users and team on incidents.
- Functional solutions deployed to ensure system quality and integrity.
- Support provided to Pacific Island countries and PNG IT Apps team.
- Daily issues resolved ensuring system availability.
- Operational calendar tasks completed on schedule.
- Standard operating processes developed.
- Tests for new implementations performed with user acceptance.
- System changes implemented.
- Potential solutions identified to improve business compatibility.
- Knowledge enhanced with IT industry developments.
- Solutions and feedback discussed with team across.
- Business process understood by working with units.
- User and training documentation created, formal trainings conducted.
- Incidents, feedback, and follow-ups dealt with timely.
- Common issues concluded by creating documented SOPs.

Responsibilities - Key Competencies

Competence

Description

Business

Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
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
Communication	Exchange information through verbal communication

Customer

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Quality Focus	Deliver quality.

People

Facilitation	Assist the progress of work ensuring its timely and effective completion.
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Competence	Description
Problem Solving	Develop practical solutions to a situation.
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Operational	
Health and Safety	Establish and maintain a safe and healthy work environment.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Information Technology/Computing, Computer Science	Degree in Information Systems or Computer Science

Work Knowledge and Experience

- 1 - 2 years of experience in providing Helpdesk support services.
- Strong decision-making, organisational, and planning abilities.
- Demonstrated capacity for critical, creative, and conceptual thinking.
- Quick to learn and adapt in dynamic environments.
- Excellent verbal and written communication skills, including strong technical writing capabilities.
- Proficient in Microsoft Office applications with solid administrative skills.
- Strong analytical and problem-solving abilities.
- User-focused, with a clear understanding of user needs and expectations.
- Flexible and willing to work outside standard hours when required.
- Self-motivated team player with the ability to prioritize tasks, meet deadlines, and manage shifting priorities effectively.

Requirements

Other Required Requirements

- PHYSICAL DEMANDS
- Physically fit.

Interactions

Type	Interaction	Comments
Internal		
	All departments	
External		
	Maintain good relationships with internal and external customers.	

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.
- Achiever
 - Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
- 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.

Interpersonal Styles

- Objective
 - Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
- Perceptive
 - Shows keen insight and understanding of issues or situations.
- 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.
Decisive	Reaches conclusions, promptly and firmly.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Numerate	Shows abilities in quantitative thought and expression.

How To Apply

To apply, please submit your application online using the provided link or QR code. Your application must include a cover letter addressing the key selection criteria, a current CV, and the contact details of three professional referees who are not related to you.

Contact for Enquiries

Contact Name: Salote Nasome

Contact Email: snasome@maxumise.com

Further Contact Information: --

Closing Date: 13 Jun 2025