

Position Description

Vacancy Title: **Assistant System Analyst**

Location:

Reports To: **None**

Objective

The position ensures adequate software and hardware performance. Understudy the System Analyst for succession planning. The position reports to the IT Coordinator.

Outcomes

Organisational Stakeholders

1. Outcome

Key outcomes:

1. IT Support

- MIT and other Managers assisted in the development and implementation of software application strategy.
- Implementation of the strategic software and hardware architecture
- Assistance provided for new software applications evaluation and implementation
- All reports follow a naming convention which is understood by a majority of report users
- Daily, weekly and Monthly monitoring reports produced and distributed in a timely manner
- Assistance provided for the development of TLTB System functions
- Assistance provided for the development of the legal database, sales analysis and land class databases
- Assistance provided for the review of TLTB system procedures
- Organisation's software application requests supported in a timely fashion
- Assistance provided for the extraction of data reporting
- Hardware and network installation and support performed

2. IT Maintenance and Monitoring

- User compliance monitored with TLTB system work procedures in the TLTB System user manual
- TLTB System and other TLTB specified Applications regularly maintained and supported
- Audit functions on TLTB Systems regularly checked
- Document software testing and debugging developed internally and externally.
- Assistance provided for developing, maintaining, and monitoring procedures for all server backups
- Development and monitoring of case management systems
- Maintenance of adequate security in relation to operational work, programs, files, disks, backup procedures, etc.

Customer Service

- Support provided to all organisation users.
- Quality customer service provided to TLTB departments.
- Hardware, telephone and network problems promptly attended to based on guidelines set out in the IT Policy and Procedures Manual under customer service requirements.
- Provide the organisation with superior software applications by aiding in the analysis, introduction and support of all components
- Development of code if required (not for purchased systems)

Training

- Relevance of own skills and knowledge base maintained
- Skills needed to be a System Analyst Programmer with some Network Administrator skills acquired

The image of TLTB demonstrated through acting in a professional and ethical manner at all times.

- Contributing to efficient work practices by active participation in teamwork, sharing of information and proposing improvements.

Responsibilities - Key Competencies

Competence	Description
Business	
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.
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

Customer

Competence	Description
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
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.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
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
Preferred		
Degree		
Desirable		
Diploma	An associated field	

Work Knowledge and Experience

Fast learner and ability to plan, lead, direct and control resources

Proven ability to manage own time

Demonstrated ability to create and maintain effective working relationships

Demonstrated success in improving quality of customer service

Evidence of commitment to team work

Establishes high personal standards and serves as an effective role model

Requirements

Language Proficiency

Excellent command of English

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
No interactions found.		

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.
Resilient	Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
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.
Initiative	Takes action and makes decisions without the help or advice of other people.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

Online

Contact for Enquiries

Contact Name: Makereta Vulatini

Contact Email: mvulatini@tltb.com.fj

Further Contact Information: --

Closing Date: 04 Jul 2025