



*Inspiring new ways*

## **SYSTEMS ANALYST AND SUPPORT**

Fixed Term Contract: 24 months

An exciting Systems Analysis opportunity exists at our Head Office in South Africa, to join our Digital and Technology business unit as Systems Analyst and Support. We invite applications from individuals who are passionate about promoting South Africa as a Tourism Destination and possess the required skills and experience.

### **Purpose of the Role**

Reporting to the Manager: Enterprise Analysis, this role is responsible for assuring business continuity, efficiency and productivity, through the continuous analysis of all SA Tourism platforms and related systems as a basis to design new IT solutions, enhancements and modifications.

The implementation, maintenance implement, maintain, and support IT and information's systems to meet the business needs of organizations and scale as organizations grow. They analyze and create tests, and develop specifications and requirements for developers and programmers to follow.

### **Key Performance Areas:**

#### **Systems Performance & Maintenance**

- Ensure system availability;
- Perform technical gap analysis to define opportunities for new or improved system solutions;
- Develop and implement maintenance procedures, monitor systems health, gather system statistics, and troubleshoot reported errors and alarms;
- Define a systems monitoring score card to track improvements;
- Provide regular reporting on application solution performance;
- Define and manage the system's quality assurance process/s;
- Define and coordinate the execution of testing procedures, and develop test cases to serve the overall quality assurance process
- Manage the set-up and configuration of SA Tourism systems;
- Analyse problems related to new and existing systems and document technical requirements that deliver on the solution;
- Manage onsite and hosted applications through monitoring of service provider performance;
- Perform design, implementation, and upgrades of information systems to meet the business and user needs
- Implement best practices for scalability, supportability, ease of maintenance, and system performance
- Manage system change control process.
- Provide documentation on training as needed

### **Solution Development and Management**

- Translate requestor needs into relevant technical documentation using cases and requirements;
- Develop new system implementation plans, custom scripts and testing procedures to ensure operational reliability, high availability and system security of enterprise services;
- Manage Application Implementation Projects and/or contribute to the creation and execution of related project plans, project schedule, including defining activities, sequence, dependencies, work effort, and task duration;
- Document overall functional and systems requirements and specifications.
- Plan systems implementation; and ensuring the rigorous application of information security/ cybersecurity policies, principles, and practices to the systems analysis process.
- Develop, analyse, prioritize, and organize requirement specifications, data mapping, diagrams, and flowcharts for developers and testers to follow;
- Collaborate with QA Testers on development and review of test cases for accuracy and completeness.
- Develop cost estimates for new or modified systems.
- Conduct systems and software feasibility studies.
- Collaborate systems development experts and vendors to ensure the development of efficient and sustainable systems utilising established standards, procedures, and methodologies.
- Ensure the integration of all systems components; e.g., procedures, databases, policies, software, and hardware.
- Perform vendor management and oversight as per service level agreements.

### **Stakeholder Engagement and Communication**

- Liaise between internal and external stakeholders, including outsourced programmers and developers, throughout the development process of new platforms and systems;
- Play an active role in development projects in providing the Software and Systems Developer with the documented technical requirements;
- Provide subject matter expert input to business cases for the implementation of IT solutions.
- Collaborate systems development experts and vendors to ensure the development of efficient and sustainable systems utilising established standards, procedures, and methodologies.
- Work close with the Business Analyst to retrieve documented business needs and requirements on system enhancements;
- Collaborate with Enterprise Project Management Office (EPMO) and serve as a subject matter expert (SME) during project planning and delivery;
- Document clearly requestor needs and manage documentation version control for systems analysis;
- Engage with the business to provide an advisory ICT role in terms of systems solution performance
- Establish and maintain relationships with key stakeholders to promote the South African brand through collaboration and partnerships with business heads, trade and broader industry/sector players.

### **Minimum Qualifications and Experience**

- Degree/Diploma in Information Technology/Computer Science

- Systems Analyst Qualifications: C, COBOL, Software Design, Software Documentation, Software Testing, Systems Maintenance, System Software Development Process, Software Requirements
- Minimum 3 years of experience systems and applications analysis.
- Minimum 3 years' experience in system design and development
- Experience installing, configuring, documenting, testing, training, and implementing new applications and systems
- Oracle
- Visual Basic, .net, C++ and Java
- Unified Modelling Language (UML)
- Web-based technologies
- Solving complex business and technology problems through analysis, design and implementation of business solutions across domains.

**Knowledge and understanding of:**

- Government priorities and imperatives
- The PFMA and regulations, and other relevant legislation - e.g. the National Strategic Intelligence Act; the National Archives of South Africa Act; the Promotion of Access to Information Act
- Performance monitoring, evaluation and reporting frameworks, systems and processes
- Working knowledge of a wide variety of programming languages
- All Public Service systems
- Strong understanding and knowledge of the principles and practices associated with database maintenance and administration

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Detailed CV to be sent to : [hr@southafrica.net](mailto:hr@southafrica.net)  
 Closing date : 28 September 2021

**Important note:**

People with disabilities are encouraged to apply. Due to a large amount of correspondence we envisage receiving, only shortlisted candidates will be contacted. Should you have not heard from us Four weeks after the closing date, kindly consider your application unsuccessful. No late applications will be accepted.