SYSTEMS ANALYST

An exciting opportunity exists at our Head Office in South Africa, to join our Digital and Technology (DigiTech) business unit as a Systems Analyst. 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

To transform business requirements (functional & non-functional) into a set of software requirements that specify the software solution to be provided in terms of detailed requirements, in accordance with ICT standards and the enterprise architecture for SAT.

Key Performance Areas:

Define Systems Solutions Requirements
- Analyse problems related to new and existing application systems and develop solution-focused recommendations.
- Utilise standardised department tools/software systems to plan task/projects and track progress toward milestones and deadlines.
- Collaborate with Enterprise Project Management Office (EPMO) staff and serve as a subject matter expert (SME) during project planning.
- Document clearly and thoroughly customer's needs and translate those into workflow diagrams, using cases and requirements.
- Collaborate with QA Testers on development and review of test cases for accuracy and completeness.
- Engage with the GM ICT and other business unit heads to provide an advisory ICT role in terms of systems solution performance
- Adhere to Architectural and Governance mechanisms for the Software Development section to improve interoperability of SAT systems and quality of services and deliverables
- Deliver services according to project plans and architectural and governance mechanisms to ensure overall compliance and improved service delivery
- Create analysis and design work packages for integrated software components, taking into consideration SAT technology stack and doing this in accordance with ICT standards and the enterprise architecture for SAT
- Develop application service specifications for integrated software components in accordance with ICT standards and the enterprise architecture for SAT.

Solutions Development and Management
- Perform needs analysis to define opportunities for new or improved system solutions.
- Prepare business cases for the implementation of ICT solutions.
- Recommend systems scope and objectives.
- 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.
- Plan systems implementation; and/or ensuring the rigorous application of information security/ cybersecurity policies, principles, and practices to the systems analysis process.
- Recommend and document overall functional and systems requirements and specifications.
- 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.
- Perform vendor management and oversight as per service levels.
- Perform client relationship management and manage operation level agreements.
- Manage onsite and hosted applications through monitoring of service provider performance.
- Ensure system availability.

System Solution Monitoring and Reporting
- Provide regular reporting on application solution performance.
- Monitor system performance to identify improvement opportunities.
- Manage system change control process.

Minimum Qualifications and Experience
- Degree/Diploma in Information Technology/Computer Science
- Systems Analyst Qualifications: Software Design, Software Documentation, Software Testing, Systems Maintenance, System Software Development Process, Software Requirements
- 3-5 years of experience systems and applications analysis.
- 3-year experience of system design and development
- Solving complex business and technology problems through analysis, design, and implementation of business solutions across domains.
- 3-5 years of project management
- Experience within solution analysis and design in multiple business domains.
- Experience within software development in multiple platforms.
- Experience in integration.
- Experience in data management.

Knowledge, skills and understanding of:

- Legislation and regulations that govern the Public Service e.g., the Public Service Act
- 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 and GDPR
- Performance monitoring, evaluation and reporting frameworks, systems, and processes
- Relevant legislation and regulatory requirements namely PFMA, Treasury Regulations and Frameworks on performance information and strategic plans
- Communications and information management legislative requirements.
- All Public Service systems
- Microsoft Azure and all Microsoft platforms.
- ICT Governance and Compliance
- Development Methodologies
- Programming Languages
- Application Development
- Implementation and integration methodologies including Testing, Packaging and Release
- Maintenance and support of ICT Services
- Enterprise architecture framework (TOGAF, Zachman, FEAF, MODAF, GWEA Framework, MIOS).
- Development (.NET Framework, Java Framework, Other IDE), Security (Software and Technologies), Portal (HTML, CSS, JAVA scripting, Portlets with various integrations), Interfacing and Integration (Middleware Technologies), Development methodologies (RUP, OpenUp, Agile), Quality Management (ISO9001, CMMI), Entity Relationship Diagrams, Governance Processes and Standards (e.g. ISO\IEC12207, COBIT, ITIL), Modelling (e.g. BPMN, UML and IDEF0), IT Software Testing, Packaging and Release, RDBMS usage including Object Relational Mapping tools and practices.

Visit us @ www.southafrica.net

Detailed CV to be sent to   :   **hr@southafrica.net**
Closing date   :   20 May 2022

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.