

# Systems Analyst Position Description



<b>Position title</b>	Systems Analyst
<b>Department</b>	IT
<b>Reporting Manager</b>	IT Manager
<b>Direct Reports</b>	-
<b>Date prepared</b>	15 May 2023

## Position Summary

A newly created role to support the technology functions in the organisation, the Systems Analyst will be a critical in the functioning of Learning Links' business systems.

As a member of the IT team, you will be responsible for providing the day-to-day support, maintenance of IT environments, as well as the key resource for executing key projects, improvement opportunities and contributing to the future technology direction.

The ideal candidate should have strong analytical skills, excellent communication skills, and experience working in an ambiguous environment.

## Key Responsibilities

Ensure seamless operation of all ICT systems and activities:

**Support Office**

Suite 3, Level 1, 140 Bourke Rd

Alexandria NSW 2015

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- Support, maintain, and troubleshoot IaaS and SaaS business applications
- Conduct testing and quality assurance for business applications
- Manage internal customer relationships, expectations & communications
- Provide technical support and advice to users across various business functions
- Managing vendor relationships and set appropriate expectations, and ensuring contracted services are delivered appropriately.
- Maintain ICT related documentation and provide in-house training when necessary

Be part of and contribute to the ongoing digital transformation:

- Work on exciting digital transformation projects
- Assist in projects activities; elicit, validate & analyse business requirements
- Contribute to project artefacts such as business/requirements analysis, functional / non-functional specification, process maps, data flows, data dictionaries, use cases and technical specifications
- Improve employee and customer experience (EX and CX), drive efficiencies through business process automation, technology reviews, IT strategy and roadmap.
- Provide regular status updates to management, end users on projects rollout and products training

## Key Performance Indicators

- **Stakeholder Satisfaction:** Assess the satisfaction level of all stakeholders with the interactions. This can be measured through feedback surveys or ratings (ticketing system or otherwise).
- **Resolution Time:** Measure the average time taken to resolve IT incidents reported by users. Assesses the ability to address and resolve issues promptly.
- **Problem Management:** Measure the effectiveness in analysing recurring incidents, identifying root causes, and implementing preventive measures to minimise future occurrences. Assesses the ability to identify and fix problems' root causes.

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- **Change Request Implementation:** Track the success rate in implementing approved changes without causing disruptions or delays. Evaluates the ability to manage and implement changes effectively.
- **Knowledge Base:** Contribute to IT knowledge base by the number of quality knowledge articles created or updated. Evaluates the ability to document solutions and share knowledge.
- **Communication and Collaboration:** Evaluates the communication and collaboration skills by tracking the responsiveness, teamwork, and ability to effectively communicate technical concepts to non-technical users.
- **Training and Skill Development:** Track the L&D to enhance technical skills and knowledge. This KPI promotes continuous learning and professional growth.

## Relationships

- **User Relationship Management:** Building and maintaining positive relationships with end-users, understanding their needs, and providing effective support and solutions. This involves effective communication, empathy, and a customer-centric approach.
- **Team Collaboration:** Collaborating with cross-functional teams from vendors to business users, technical and non-technical, to ensure smooth coordination, knowledge sharing, and successful outcomes of BAU service requests and project delivery.
- **Stakeholder Engagement:** Engaging with key stakeholders, such as department managers, executives, and business users, to understand their requirements, gather feedback, and align IT initiatives with organisational goals.
- **Change Management:** Engaging with stakeholders impacted by IT changes, addressing concerns, and effectively managing the change process. This includes communicating changes, providing training and support, and facilitating smooth transitions.
- **Vendor Management:** Interacting with vendors and external service providers, managing relationships, expectations, and ensuring the contracted services are delivered appropriately.

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## Qualifications, Skills and Experience

- Degree in Information Technology or related field
- Skilled IT professional, minimum of 3-5 years' experience in a similar role
- Excellent attention to detail, strong analytical, problem-solving, and organisational skills
- Familiarity with a RDBMS; Knowledge in a programming language, ability to decipher code when required
- Experience with Microsoft technologies such as Office 365, SharePoint, Microsoft Teams, and Active Directory IaaS
- Proficient in enterprise business applications such as CRM (Salesforce or similar), accounting system (FinancialForce or similar), service management (JIRA)
- Experience in software delivery projects, Agile methodologies and Project Management tools such as JIRA
- Knowledge/awareness of cybersecurity principles (desirable)
- Excellent verbal and written communication, interpersonal and stakeholder management skills
- Ability to manage competing priorities; Collaborative approach in building trust across departments and fostering innovation

## Physical Requirements

- N/A

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## Learning Links Vision, Mission and Values

### Our vision

To create a community where difficulties learning are no longer a barrier to a fulfilling life.

### Our mission

To provide children and young people who have difficulties learning with the skills, services and family support that will enable them to realise their potential.

### Our values

- Empowerment: we are resourceful, accountable, and proactive, using our initiative to achieve positive change and outcomes.
- Collaboration: we value teamwork and the strength that comes from diversity and from joining forces to make a difference.
- Excellence: we are professional, competent, and driven, striving always to be the best we can be, in everything we do.
- Integrity: we are always reliable and dependable, guided by our moral compass.

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## Document Control

Completed by: Truc Vo

Date: 15/05/2023

Reviewed by: John McCormack

Date: 16/05/2023

Version: 1.0

## Employee's sign off and acceptance

I have read, understand, and accept the expectations of the Systems Analyst role.

Employee:

Signature:

Date:

*The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position. Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.*

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