NATIONAL ENVIRONMENT AND PLANNING AGENCY

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	**ICT Business Analyst**
JOB GRADE:	**Level 7**
POST NUMBER:	
DIVISION:	Corporate Management
BRANCH:	Information & Communications Technology
REPORTS TO:	**Manager – Business Process & Application Development**
MANAGES:	N/A

This document is used as a management tool and specifically to enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

_____   _____
Employee   Date

_____   _____
Manager/Supervisor   Date

_____   _____
Head of Department/Division   Date

_____   _____
Date received in Human Resource Division   Date Created/revised

Strategic Objectives of the Division/Branch:

The Corporate Management Division provides a portfolio of organization support functions to enable efficient operations of the Agency in executing its mandate and the achievement of its objectives. The Division comprises the following Branches:

Finance & Accounts Branch: is responsible for managing the financial affairs of the Agency establishing and maintaining sound financial controls, accounting systems and procedures in keeping with standard accounting principles and practices and GoJs standards and requirements.

Public Education and Corporate Communication Branch is responsible for providing public education and consultation support services to the divisions and branches as well as to coordinate the Agency's public relations programmes.

Information & Communications Technology Branch: is responsible for the ongoing operations and technical support of the agency's technology infrastructure to support operational management and delivery of its services.

Facilities Management and Operations Branch: provides property, security, transport and maintenance management; office services management; and records management services.

Public Procurement Branch: provides procurement management services and administers procurements.

Job Purpose:

Under the management and direction of the Manager – Business Process and Application Development, the Business Analyst is responsible for analyzing ICT development requests, documenting the requirements, and communicating them at various levels of the organisations with the goal of creating a viable solution. The Business Analyst will also collaborate in project planning and project execution for software development projects.

Key Outputs:

- Data gathering and analysis conducted
- Client needs assessed and analysed
- Business requirements & functional specifications developed & communicated
- Business problems investigated
- Feasibility studies conducted
- User test cases developed
- Business case test plans reviewed
- Annual/Quarterly/Monthly/Periodic Reports prepared
- Technical advice and interpretation provided
- Individual Work Plan developed

Key Responsibility Areas:

Management Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required;
- Maintains customer service principles, standards and measurements.

Technical/ Professional Responsibilities

- Conducts data gathering and analysis to understand business strategy requirements;
- Contributes to the agency's short and long term planning sessions and provides guidance to ensure understanding of business goals and direction;
- Provides strategic input from a business and ICT perspective;
- Assesses client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to assist in identifying business priorities and advises on options;
- Develops, writes, and communicates business requirements and functional specifications for the implementation of business solutions;
- Analyzes client/user operations to understand their strengths and weaknesses to determine opportunities for improvements;
- Assists in the business process redesign/reengineering and documentation as needed for new technologies;
- Conducts feasibility studies and draft proposals for evaluation by appropriate users and executive staff members;
- Provides assistance in business case development (i.e., research, data collection, inter alia);
- Develops user test cases and system integration testing and validates test results during testing;
- Reviews and comments on business case test plans;
- Monitors testing process to ensure that business results are adequately tested with minimal risk;
- Arranges and executes test cases to facilitate the debugging process, changes and simplify integration;
- Ensures test strategies involve appropriate integration and process components;
- Investigates business problems and develops recommendations for resolution;
- Identifies need for technical assistance to help in problem resolution;
- Keeps key stakeholders informed of problems, issues, and resolutions;
- Analyzes performance metrics to ensure stakeholder satisfaction and expectation;
- Formulates strategies to ensure ICT solutions meet client/agency needs;
- Meets regularly with team members to gather work updates/progress, obstacles and mitigating strategies;
- Provides technical advice, guidance and constructive feedback to guide the decision-making process;
- Actively shares work, information, ideas, and technology flow freely across the ICT teams;
- Generates appropriate communication, process, and educational plans for

mitigating the disruption of change;
- Devises mechanisms to identify and remove obstacles to change;
- Works closely with key stakeholders to understand the business requirement for projects;
- Designs and delivers training and presentations at workshops, seminars and other meetings, to further an understanding of the basics of Business Analysis.
- Maintains linkages with international organisations to keep abreast of trends in ICT that impact directly on the portfolio responsibilities of the agency;
- Keeps current with the latest technologies and determine what new technology solutions and implementations will meet business and system requirements.

Human Resource Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals;
- Assists with the preparation and conducts presentations on role of Division/Unit for the Orientation and Onboarding programme.
- Demonstrates and upholds the Agency's core values in personal and professional behaviours to minimize reputational risks and maintain the corporate image of the Agency.

Other Responsibilities

- The incumbent may, from time to time be assigned duties not specifically outlined within the job description but are, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Authority

- The position incumbent is authorized to:

  - Advises the agency on Business Analysis principles and practices;
  - Recommends Business Analysis initiatives.

Performance Standards:

- Data gathering and analysis conducted in keeping with established standards and specified timeframes;
- Client/user needs assessed and analysed within established guidelines, resources and timeframes;
- Business requirements & functional specifications developed & communicated in keeping with Business Analysis principles, practices and timeframes;
- Business problems investigated in accordance with agreed standards and timeframes;
- Feasibility studies conducted within established guidelines, resources and timeframes;
- User test cases developed in keeping with best practice and timeframes;
- Business case test plans reviewed in accordance with agreed standards and timeframes;

- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Annual/Quarterly/Monthly performance reports are prepared in accordance with agreed format, are accurate and submitted on time;
- Individual Work Plans developed in conformity to established standards and within agreed timeframes;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

Internal and External Contacts:

(i)   Internal

Contact (Title)	Purpose of Communication/Contact
Director, ICT Manager, Business Process & Application Development	• Provide advice and contribute to decision making; • Identify emerging issues/risks and their implications, and propose solutions; • Receive guidance and provide regular updates on key Business Process Analysis issues and priorities.
Senior Executives/Management in Divisions	• Develop and maintain effective working relationships • Collaborate, exchange information, provide strategic Business Process Analysis advice, support and feedback
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

(ii) External Contact (required for the achievement of the position's objectives)

Contact (Title)	Purpose of Communication/Contact
MDAs	• Develop and maintain effective relationships; • Provides expert advice on Business Process Analysis matters; and exchange information; • Liaise on key ICT issues
Ministry of Science, Energy & Telecommunications & Transport Office of the Prime Minister -ICT Authority	• Develop and maintain effective relationships; • Receive expert advice; and provide and exchange information; • Liaise on key Business Process Analysis issues.
Professional Affiliations	• Provides expert advice and exchange information; • Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	• Monitors TOR for goods and services and related interventions; • Exchange of information.

Contact (Title)	Purpose of Communication/Contact
General Public	• Collaborate on matters, exchange information, provide advice and seek feedback

Working Conditions

- Work will be conducted in an office outfitted with standard office equipment and specialized software.
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.
- May be required to travel locally and overseas to conduct site visits, study tours and to attend conferences, seminars and meetings.

Required Competencies:

- Strong knowledge and experience with a Software Development Life Cycle (SDLC);
- Demonstrated leadership and attention to detail through prior experience at strategic and tactical/implementation levels;
- Ability to work on multiple projects at varying stages;
- Strong decision making/problem solving skills;
- Ability to work within and contribute to workflow processes;
- Ability to manage customer's expectations according to internal timeliness and commitments;
- Ability to take complicated or complex information and present it in a logical and concise manner;
- Knowledge of database design and file management techniques;
- Knowledge of network and operating systems including Window Server and desktop OS;
- Principles of project estimation and planning;
- Principles of project management, time management and problem solving;
- Ability to monitor and report on programme/project budgets;
- Good Knowledge of GOJ ICT systems (existing and emerging);
- Strong ability to synthesize multiple ideas and complex information into a coherent summary, as in reports and briefing notes, and to make cogent recommendation for the modification or creation of legislation, policies and programmes;
- Good verbal and written communication skills, with the ability to deliver presentation with tact, clarity, enthusiasm and accuracy to widely varied audiences;
- A high level of initiative and self-motivation;
- Demonstrated interpersonal and negotiation skills.

Minimum Required Education and Experience

- Bachelor's degree in software design, Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, or a related discipline;
- Specialized training in Software Design or Business Analysis;

- Three (3) years related experience in Business Analysis or Application Development role.

  OR

- NVQJ Level 5 in software design, Computing, Computer Science, ICT, Management Information Systems, Computer Engineering, or a related discipline;
- Specialized training in Software Design or Business Analysis;
- Three (3) years related experience in a Business Analysis or Application Development role.