

## JOB DESCRIPTION

<b>Title</b>	Business Analyst
<b>Institute/Department</b>	Information Communications Technology (ICT) Department
<b>Category</b>	Technical
<b>Reports to</b>	Director ICT
<b>Location/Campus</b>	Kukum Campus, ICT Department Office

### Summary

The Business Analyst (BA) will be the driver of continued growth and development in the Solomon Islands National University in Information Communication Technology. The ideal. Candidate for this role is committed to innovation, development, and implementation of digital. Innovation for continuous business development. The Business Analyst will be required gather business process requirements from each department of SINU and determining the best digital system solutions that would address these requirements. He/She must be a detailed planner, communicator, analyst, and presenter. He/She should be committed to the discovery and development of innovative solutions in an ever-changing digital landscape for SINU.

### **The objective of this role includes:**

1. Drive awareness of requirements across departments and identify substandard systems processes through evaluation of real-time data.
2. Analyze technical business processes and develop business workflows that promote increased efficiency and productivity.
3. Create and implement business transformation management plans for all digital projects, with attention to transparent communication with all stakeholders at all levels.
4. Perform, evaluate, and communicate quality assurance at every stage of system Development.
5. Determine and develop user requirements for systems in production or off-the-self systems, to ensure maximum usability.

### Duties and responsibilities

The duties and responsibilities of the Business Analyst include but is not limited to those stated below as s/he will be required from time to time to perform other tasks as/when needed:

1. Partner with stakeholders across SINU departments to develop analysis and documentation in a collaborative way, communicating effectively and efficiently with users, managers, and executives.
- 2 ICT – Business Analyst
2. Evaluate, analyze, and communicate systems requirements on a continuing basis, and maintain systems processes, including the delivery of monthly status reports to all concerned parties.
3. Author and update internal and external systems documentation.
4. Conduct daily systems analytics to maximize effectiveness and troubleshoot problems.
5. Develop meaningful and lasting relationships with partners for optimizing systems integration and respond to questions and concerns from managers and executives.



6. Prepare and Perform Planning, Monitoring, Evaluating of ICT development projects.
7. Define business requirements and reporting them back to stakeholders.

#### Key deliverables

In assuming the role of the Business Analyst, your performance will be assessed against the following deliverables:

1. Be the link between ICT Dept. and various other SINU departments to assess processes, determine requirements and deliver data-driven recommendations and reports to stakeholders.
2. Engage with various SINU departmental Heads and users to understand how improved changes to process, services, software, and hardware can improve efficiencies and add value.
3. Deliver detailed business analysis, outlining problems, and opportunities and solutions for SINU.
4. Be the key driver of Change Management in ICT.
5. Be able to document systems Standard Operating Procedures, Business Processes and Workflows, and create user documents for training.

#### Qualifications, Skills, and Experiences:

1. A minimum bachelor's degree in Information Technology (IT) or Business; or a diploma in Information Technology (IT) or Business with 2 years related work experience.
2. Minimum two (2) years of experience in business documentation or business analysis.
3. High proficiency in any analytical tools.
4. Experience in generating process documentation and reports.
5. Excellent communication skills, with an ability to translate data into actionable insights.
6. Strong working knowledge of relevant applications in the Microsoft Application Package, including Visio.
7. Extensive experience with data visualization.
8. High proficiency in technical writing.
9. Good Presentation and consultative skills.
10. Is a good facilitator.

#### Selection Criteria

The Business Analyst will be selected based on the following high-level criteria: 3  
ICT – Business Analyst

1. The candidate meets the minimum stated qualification.
2. Understands the role of a Business Analyst.
3. Involved in similar role(s) previously with experience in dealing with complex organizations and business processes.
4. Has an excellent employment history.
5. Can work with minimal supervision.
6. Can work in a team setting.
7. Always eager to learn and share new knowledge.
8. Be willing to work after hours to meet deadlines.
9. Can speak and write in both English and Pidgin.
10. Have some knowledge of ICT systems.



### Work environment & physical demands

The Business Analyst will be working half of the time in front of your computer /laptop and half of the time speaking with reps of other departments. There are times you will be required to walk around the University campuses for training, work, or meeting. At all times you are required to be mindful of your work environment to ensure it is safe for you and your colleagues sharing the same office space. Occupational health and safety is Everybody's business.

### Terms and conditions

The conditions governing this position is as stipulated in the following Solomon Islands National University's human resources policies:

1. Recruitment and employment policies (HR-Emp-01 to HR-Emp-14).
2. Remuneration, Housing and Allowances policies (HR-Rem-01 to HR-Rem-04).
3. Leave Policies (HR-Leave-01 to HR-Leave-12).
4. Professional and Personal Conduct Policies (HR-Conduct-01 to HR-Conduct-12).
5. Professional Development and Appraisal Policies (HR-PDA-01 and HR-PDA-02).
6. Miscellaneous Policies (HR-Misc-01 to HR-Misc-04).