JOB DESCRIPTION	
Job title	Systems Analyst
Reports to	Delivery Manager
Direct Subordinates	None
Internal Working Relationships	Infrastructure and Support Team; Development and Delivery Team
External Working Relationships	Forcelink clients

Purpose of Position:

Responsible for analysing system requirements, drafting requirement specifications, configuring Acumen business applications on the Forcelink Systems, training system users and assisting the support team.

Key Performance Areas:
- Meet and coordinate with internal and external stakeholders to establish project scope, system goals and requirements (conducting requirements workshops)
- Develop, analyse, prioritise and organise requirement specifications, data mapping, diagrams and flowcharts for developers and testers to follow.
- Translate highly technical specifications into clear non-technical requirements.
- Configuring a solution to satisfy client requirements including dashboards and reports.
- Develop automation and customisation(non-standard) logic according to client requirements.
- Develop custom reports.
- Develop interfacing API's.
- Define and coordinate the execution of testing procedures and develop test cases to serve the overall quality assurance process.
- Provide documentation of all processes and training as needed.
- Support as needed by the support desk.
- Data Analysis

Qualifications, Knowledge & Experience
- Bachelors degree in Computer Science or Information Technology, or equivalent.
- Working knowledge of at least one programming language required

- Working knowledge of at least one database management system required
- Excellent working knowledge of Microsoft Office tools
- Proficiency in written and spoken English and strong communication skills.
- Excellent relationship – building and interpersonal skills with the ability to interact with people at senior level.
- Attention to detail.
- Strong analytical skills and willingness to take ownership of problems and investigate issues and see them through to completion.
- Methodical approach to tasks and ability to follow defined processes and procedures.
- Strong organisational and time management skills
- Ability to work within a team.
- Experience in Software Development and relational databases (SQL) would be beneficial.