



**CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF ENERGY, TRANSPORT AND TELECOMMUNICATIONS (METT)**

JOB TITLE:	Business Analyst
JOB GRADE:	MIS/IT 5
POST NUMBER:	64364
DIVISION:	Corporate Services
BRANCH/UNIT:	Information Systems
REPORTS TO:	Software Development Manager
MANAGES:	N/A

This document will be used as a management tool and specifically will 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

JOB PURPOSE

Under the general supervision of the Software Development Manager, the Business Analyst is responsible for analysing the business needs and processes of the Ministry and translating them into clear functional requirements to support the development, enhancement and implementation of information systems and business solutions. The officer will work closely with users and technical staff to ensure that systems and solutions effectively support the Ministry's operational requirements.

KEY OUTPUTS

- Business requirements analysed and documented;
- Business processes reviewed and improvement opportunities identified;
- Functional and system requirements developed;
- Business and user requirements translated into clear specifications for system development;
- Systems and application enhancements tested and validated;
- User acceptance testing coordinated and completed;
- Business process and system documentation maintained;
- Users supported in the implementation and use of systems;
- Recommendations made for improvements to business processes and systems.

KEY RESPONSIBILITY AREAS

Administrative Responsibilities

- Maintains accurate and current records of business requirements, process maps, functional specifications, test results and other project documentation;
- Prepares reports, status updates and recommendations on business analysis and systems development activities;
- Coordinates consultations with users and other stakeholders to gather and validate requirements;
- Supports the Software Development Manager in prioritising system enhancements and development requirements;
- Assists with the preparation of user guides, procedures and other supporting documentation;
- Provides user orientation and support during the implementation of new or enhanced systems;
- Monitors and reports on outstanding system requirements, issues and agreed corrective actions;
- Liaises with software developers, ICT personnel, vendors and users to facilitate the resolution of system-related issues;
- Ensures that business analysis activities comply with established Ministry policies, procedures and ICT standards; and

Technical/Professional Responsibilities

- Consults with users to identify business problems, operational requirements and opportunities for process improvement;
- Documents business requirements, functional requirements, use cases, process flows and other specifications to guide system development and enhancement;
- Translates business requirements into clear functional specifications for software developers and other technical personnel;
- Reviews existing systems and processes to identify gaps, inefficiencies, duplication and opportunities for improvement;
- Participates in the design and development of business solutions and system enhancements;
- Reviews proposed system designs and functionality to ensure alignment with approved business requirements;
- Develops test scenarios and test cases based on documented business and functional requirements;
- Coordinates and participates in system, integration and user acceptance testing;
- Identifies, documents and follows up on system defects, gaps and issues identified during testing and implementation;
- Validates that developed or modified systems meet approved business requirements prior to implementation;
- Participates in the implementation and rollout of new or enhanced systems;
- Evaluates the effectiveness of implemented systems and recommends improvements;
- Keeps abreast of relevant business analysis practices, systems development approaches and emerging technologies; and
- Provides technical input on the feasibility and functionality of proposed system solutions.

Other

- Performs other related duties that may be assigned from time to time.

PERFORMANCE STANDARDS

- Business and user requirements are accurately identified, analysed and documented;
- Functional specifications clearly reflect approved business requirements;
- Business processes are appropriately analysed and improvement opportunities identified;
- Test cases and scenarios adequately reflect approved requirements;
- Systems are tested and validated prior to implementation;
- Identified system defects and gaps are accurately documented and followed up;
- System enhancements are implemented in accordance with approved requirements and timelines;
- Documentation is accurate, complete and maintained in a timely manner;
- Users receive appropriate support during system implementation and transition; and
- Recommendations for process and system improvements are practical and aligned with Ministry requirements.

INTERNAL AND EXTERNAL CONTACTS

<i>Internal</i>	<i>Nature of Relationship</i>
Director, Management Information Systems, Software Development Manager	Receive guidance, direction and technical advice; report on software development and implementation activities; identify and escalate technical issues.
ICT Division	Collaborate on requirements analysis, system development, testing, implementation and resolution of system issues.
All Staff Members/Users	Obtain information on business requirements and system issues; provide guidance and support during system development, testing and implementation.

<i>External</i>	<i>Nature of Relationship</i>
e-Gov Jamaica Limited	Exchange information and obtain technical support on systems and business solutions, where required.
Software Vendors/Service Providers	Provide and obtain information relating to system requirements, functionality, testing, implementation and resolution of system issues.
Other Ministries, Departments and Agencies	Exchange information on business analysis and systems-related matters, where required.

REQUIRED COMPETENCIES

Core Competencies	Level	Functional Competencies	Level
Written Communication	2	Business Analysis	2
Oral Communication	2	Software Development Life Cycle (SDLC)	2
Analytical Thinking	2	Requirements Analysis	2
Problem Solving	2	Process Analysis and Improvement	2
Teamwork	2	Software Testing	2
Customer Focus	2	Systems Implementation	2
Initiative	2	Project Planning and Estimation	2
Results Orientation	2	Technical Documentation	2
Integrity	2	MS Office and Project Management Tools	2

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Bachelor's Degree in Management Information Systems, Computer Science, Information Technology, Information Systems or a related field from an accredited tertiary institution;
- Two (2) years experience in the related field

or

- Diploma in Management Information Systems, Computer Science, Information Technology, Information Systems or a related field from an accredited tertiary institution;
- Three (3) years experience in the related field

Professional certification in business analysis, systems analysis or a related discipline would be an asset.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work is primarily performed in an office environment;
- May be required to work beyond normal working hours, including weekends and public holidays, where operational requirements necessitate.

AUTHORITY

- Analyses and documents business and user requirements;
- Recommends improvements to business processes and system functionality;
- Makes decisions within established policies, procedures and approved requirements;
- Recommends system enhancements and changes based on identified business needs; and
- Identifies and escalates gaps, defects and issues affecting system functionality.