gentoo

Job Description

Job Details

Job Title	Systems Analyst
Department	IT
Reports To (Job Title)	System Support & Implementation Manager
Responsible For (Job Title)	N/a
Job Reference No.	Gentoo00070

Job Purpose

The Systems Analyst is responsible for analysing, designing, and implementing information systems to meet the needs of the organization. This role involves collaborating with Product Owners and Business Analysts to understand requirements, evaluating existing systems, and proposing solutions to improve efficiency and effectiveness.

Key Responsibilities (minimum of 5/6 and maximum of 15)

1. System Management:
   - Manage the day-to-day operation of key IT systems, ensuring high availability, reliability, and performance.
   - Support and maintain implementations of system monitoring tools to proactively identify and address issues before they impact users.
   - Coordinate with vendors and internal teams to install, configure, and upgrade software and hardware components as needed.
2. System Design and Development:
   - Assist Product Owners in designing system solutions and integrations that meet business requirements, considering factors such as scalability, performance, and security.
   - Develop system models, diagrams, and prototypes to illustrate proposed solutions and facilitate stakeholder understanding and feedback.
   - Deliver system change requests whether that be through configuration, low-code, collaborating with third parties or development teams to implement changes and enhancements, ensuring alignment with business objectives.
3. Testing and Quality Assurance:
   - Develop and execute test plans to validate system functionality and ensure that solutions meet business requirements.
   - Conduct system integration testing to identify and address any issues or discrepancies between different components.
   - Work closely with quality assurance teams to perform comprehensive testing and ensure the reliability and accuracy of system implementations.
4. Implementation and Deployment:
   - Assist the Product owner to plan, coordinate and upskill for the deployment of new systems, system updates and integrations ensuring minimal disruption to business operations.

- Provide training and support to end-users to facilitate the adoption of new systems and processes.
- Monitor system performance post-implementation and address any issues or concerns that arise.
5. System Maintenance and Support:
   - Provide ongoing support and troubleshooting for existing systems, including diagnosing and resolving technical issues.
   - Perform proactive regular system maintenance activities, such as software updates, patches, and configuration changes.
   - Document system configurations, processes, and procedures to facilitate knowledge transfer and ensure operational continuity including knowledge articles and training sessions for 1st, 2nd and 3rd line support.
   - Lead incident response efforts to quickly resolve system outages, functionality failures and minimise downtime. Keeping relevant stakeholders updated at the appropriate level.
   - Develop and maintain comprehensive documentation for system configurations, processes, and procedures.

The list is typical of the level of duties the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Our Values, designed by colleagues, are what make us, us:

We care about people

We take accountability

We shape the future

We bring leadership

We deliver

We're All Accountable For:

➢ Being an ambassador for Gentoo. Promoting equality, diversity, and inclusion; leading by example in your actions and demonstrating our values and values in action.

➢ The Health and Safety of our ourselves and others; this includes adhering to policy, taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care, and taking steps to address and report problems related to Health and Safety.

➢ Taking a proactive approach to learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of the learning opportunities and resources available to you.

➢ Keeping things compliant. You will have role-specific and organisational goals. It's important we take these seriously and keep people and information secure and safe.

➢ Complying with our Information Security policy and report any security breaches to your manager.

➢ Embracing sustainability and minimising our impact on the environment.

Person Specification

This Person Specification details the essential skills, attributes, qualifications and experience that are necessary to carry out the role successfully. There may also be additional things which would be desirable however these are not essential requirements.

Essential to the role:

Full UK Driving Licence	N
DBS Required	Y

Skills

- Strong analytical and problem-solving skills, with the ability to think critically and propose innovative solutions.
- Excellent communication skills, with the ability to effectively convey technical information to non-technical stakeholders.

Education/Training/ Qualifications/Knowledge

- Bachelor's degree in computer science, information systems, or a equivalent experience.
- Knowledge of software development methodologies (e.g., Agile, Waterfall) and project management principles.
- Strong knowledge of relational databases, SQL queries, and data analysis tools.

Experience

- Proven experience as a systems analyst or similar role, with a strong understanding of system development life cycle (SDLC) methodologies.
- Experience with business process modelling tools and techniques (e.g., BPMN, UML).

Attributes/Behaviours

- Ability to work independently and collaborate effectively in a team environment.
- Strong attention to detail and the ability to manage multiple tasks and priorities effectively.
- Ability to multitask and manage multiple priorities
- Ability to communicate with both technical and non-technical stakeholders

Desirable:

We would also love you to have the following, but these are not essential:

Skills   •
Education/Training/ Qualifications/Knowledge   •
Experience   • Experience with ITIL or other IT service management frameworks is preferred.

Budget and People Management Responsibility Proforma

This proforma is to be used for roles which have budget/people manager responsibilities.

	Y/N	
You will be a budget holder?	N	Up to £ ____
You will manage people?	N	____ direct reports ____ indirect reports