



JOB DESCRIPTION

MTCMSMEC 15/2025: SENIOR BUSINESS ANALYST, DIGITAL GOVERNMENT TRANSFORMATION OFFICE

Corporate Information

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| 1. Position Level: | Band H |
| 2. Salary Range | \$37,434.18 - \$47,684.02 (Step 1 – Step 4) |
| 3. Duty Station: | Suva |
| 4. Reporting Responsibilities | a) Reports to the Director Digital Government Transformation
b) Liaises with Permanent Secretary, Heads of Department, Government Agencies, Ministry Staff, other development partners, and private sector stakeholders
c) Subordinates: Business Analysts |

POSITION PURPOSE

The Senior Business Analyst will oversee the execution of business processes and system implementation activities to ensure enhancements to existing systems and rollout of future systems are done within the full software development lifecycle. The Senior Business Analyst will be required to lead and manage teams on multi-disciplinary projects.

KEY RESPONSIBILITIES

The position will achieve its purpose through the following key duties:

- 1) Lead teams comprising of different resources to complete full end-to-end project lifecycle and deliver a high-quality output, meeting client specifications.
- 2) Create and maintain project schedules by developing project plans and specifications, estimating time and resources, monitoring milestone completion, tracking all phases of the project lifecycle, providing timely reporting of issues that impact project progress, coordinating actions and resolving conflicts.
- 3) Identify, create and facilitate process design changes by conducting end to end analysis for business and systems processes while focusing on quality improvement and data integrity, ensuring data is reliable and validated.
- 4) Develop process improvements or re-engineering, integrating new systems and processes with existing ones and partnering with internal and external customers to offer guidance and advice on what solutions will best fit the business' needs, now and into the future.
- 5) Provide project level analysis – producing required project analysis documentation (business process re-engineering documents, business process requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan, user manuals etc.)
- 6) Serve as a liaison between Operations and IT to assist or gather business requirements needed for system modifications, enhancement and implementations.
- 7) Actively contribute to the Ministry and corporate requirements, including planning, budgeting and human resource activities where required.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

- 1) Project deliverables are completed within time and budget.
- 2) High-level of end user satisfaction from the implementation of projects.
- 3) Timely user sign-offs obtained on project deliverables.
- 4) Efficient communication and management of stakeholder expectations.

PERSONS SPECIFICATION

The incumbent must possess a Bachelor's Degree in Computer Science or Information Systems or a related field.

In addition to the qualifications, the applicant must possess the Knowledge, Experience, Skills and Abilities as specified below, to successfully undertake the role:

Knowledge and Experience

- 1) 3 years' work experience in overseeing the design, development and implementation of software solutions, systems or products and ability to successfully manage multiple tasks at any given point.
- 2) Must have experience working on large scale and national level projects as well as handling day-to-day operational requests from the business.
- 3) Demonstrated knowledge of Business Process Re-engineering.
- 4) Demonstrated experience with business and technical requirements analysis, elicitation, modelling, verification and methodology development.
- 5) Understanding on how to maintain effective working relationships.
- 6) Strong project management capability.

Skills and Abilities

- 1) Excellent interpersonal, written and oral communications skills, with strong presentation skills.
- 2) Ability to coordinate programmes and activities to achieve the desired goals and objectives of the Ministry.
- 3) Must possess strong management, administrative, and organisational skills.
- 4) Ability to work in a challenging environment with willingness to work beyond the call of duty.
- 5) Ability to formulate and administer policies and initiatives.
- 6) Ability to independently develop and perform analysis of complex economic issues.
- 7) Ability to develop findings and author reports that adequately inform on the merits and limitations of an economic analysis.
- 8) Skill at oral and written communications, while working in a collaborative environment.

PERSONAL CHARACTER

Applicants for employment must be of good character, with a background that demonstrates their commitment to the Civil Service Values contained in the Fijian Constitution. Applicants must also be Fijian Citizens, under age 60 years, in sound health and with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.