JOB DESCRIPTION - SYSTEMS ANALYST

Job Title: Systems Analyst
Department: Information Technology (IT)
Reports To: IT Manager

Job Overview

As a Systems Analyst at Trendie, you will be integral to shaping the organisation's technological ecosystem by analysing, designing, and optimising information systems that are strategically aligned with our business goals. This position involves working closely with key stakeholders, including end-users, developers, and IT professionals, to ensure our systems are efficient, scalable, and capable of supporting both current operations and future growth. You will utilise your deep understanding of both business processes and technology to design and implement solutions that enhance system performance and user satisfaction. Your role will encompass identifying business requirements, developing innovative systems solutions, and overseeing their seamless integration and implementation, driving the organisation's success and operational excellence.

Key Responsibilities

- **Business Requirements Analysis:** Conduct thorough analyses of business needs, identifying system requirements, and translating them into detailed technical specifications. Solutions should cater to both the immediate and long-term organisational needs, ensuring alignment with strategic goals.

- **System Evaluation and Improvement:** Continuously evaluate existing systems to identify areas for enhancement, offering expert recommendations to improve system performance, efficiency, and reliability. Your role is pivotal in driving ongoing system improvements and maintaining operational effectiveness.

- **Cross-functional Collaboration:** Collaborate closely with IT staff, developers, and other business units to design, develop, implement, and maintain systems that cater to the unique needs of various organisational departments. Foster a collaborative environment that supports innovation and system optimisation.

Emerald Tower, 786 Castlereagh Heights Sydney, NSW 2000 Australia
1300 TRENDIE (1300 873 634)
info@trendie.com.au
www.trendie.com.au

- **System Testing and Validation:** Lead comprehensive testing and validation efforts to ensure that new or updated systems meet both technical specifications and business requirements. Identify potential risks and mitigate issues before system deployment.

- **Technical Support and Troubleshooting:** Provide expert-level technical support by diagnosing and resolving system-related issues, ensuring minimal disruption to business operations. This includes proactive identification of system vulnerabilities and providing timely solutions.

- **Documentation and Training:** Develop and maintain comprehensive system documentation, including system specifications, user manuals, and training resources. Ensure that documentation is easily accessible and updated regularly to meet organisational and stakeholder needs.

- **Performance Monitoring and Optimisation:** Continuously monitor system performance, identifying areas for optimisation and recommending system changes to maximise resource utilisation and enhance operational efficiency.

- **Technology Trend Analysis:** Stay abreast of emerging technologies, industry standards, and best practices in systems analysis. Proactively recommend new technologies and processes to enhance system capabilities and ensure the organisation remains competitive.

- **Vendor and External Partner Management:** Work collaboratively with external vendors and service providers to integrate third-party systems and solutions. Ensure seamless integration with existing infrastructure and maintain strong vendor relationships for long-term operational success.

Qualifications and Experience

- **Education:** A bachelor's degree in computer science, Information Systems, or a related discipline is essential.

- **Professional Experience:** A minimum of 3 years of experience in a systems analysis or similar role, with a proven track record in analysing, designing, and implementing information systems that align with business objectives.

- **System Design Expertise:** In-depth knowledge of system design principles, methodologies, and best practices, with experience in the SDLC (Systems Development Lifecycle) framework.

- **Technical Proficiency:** Proficiency in system analysis tools, programming languages, database management systems, and development platforms. Demonstrated ability to utilise these tools to deliver effective and efficient system solutions.

Skills and Competencies

- **Analytical Skills:** Strong problem-solving capabilities with a focus on identifying system inefficiencies and implementing solutions that optimise performance and user experience.

- **Communication:** Excellent written and verbal communication skills, with the ability to convey complex technical concepts to both technical and non-technical audiences.

- **Collaboration:** Demonstrated ability to work collaboratively within cross-functional teams and with external partners, fostering strong interpersonal and teamwork skills.

- **Attention to Detail:** High attention to detail, with the ability to manage multiple projects simultaneously while ensuring high-quality deliverables.

Working Conditions

This is a full-time, office-based role with the potential for occasional after-hours work to support system rollouts, upgrades, or emergency troubleshooting. The position involves regular interaction with stakeholders across all levels of the organisation, requiring both technical expertise and exceptional communication skills.

Key Performance Indicators (KPIs)

- **Accuracy in System Design:** Ensure high accuracy in system analysis, design, and implementation, consistently delivering solutions that meet business needs effectively and efficiently.

- **Problem Resolution Efficiency:** Demonstrate a proactive approach to diagnosing and resolving system issues, ensuring timely and effective problem resolution with minimal business disruption.

- **User Satisfaction:** Achieve high levels of user satisfaction by maintaining reliable, high-performing systems that meet the operational needs of the organisation.

- **Timely Delivery:** Consistently meet project deadlines, delivering system updates and improvements within agreed timeframes.

- **Compliance:** Ensure full compliance with organisational policies, industry standards, and regulatory requirements, particularly in areas related to documentation and system security.

Company Values and Culture

At Trendie, we are committed to innovation, collaboration, and excellence. As a Systems Analyst, you will contribute to a culture that encourages forward-thinking solutions, precise execution, and teamwork. You will play a critical role in ensuring that our systems infrastructure aligns with and supports our broader organisational goals.

Career Path and Development

Trendie is committed to supporting your professional growth and development. As you progress in your role, there will be opportunities to advance to Senior Systems Analyst, IT Project Manager, or other specialised roles, such as Systems Architect or Enterprise System Manager. You will have access to ongoing professional development opportunities and training to ensure your skills remain at the forefront of the industry.

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