ACTS
ADVANCED CONSTRUCTION
TECHNOLOGY SERVICES

IT Implementer and System Analyst

Job Title:
IT implementer and System Analyst

Division:
IT Department

I- Function:
- Troubleshooting internal system technical issues
- Maintaining and upgrading existing systems as required.
- Provide technical expertise and guidance to users during software or system deployments
- Test and troubleshoot software or system configurations to ensure they are functioning as expected.
- Provide training and support to end-users.
- Participate in project planning and resource allocation.
- Identify and manage risks associated with software or system deployments.
- Analyzing big data, from all databases
- Ensure efficient and effective Software implementation and maintenance.

II- Reporting:
- To the Group IT Manager

III- Duties and Responsibilities:
- Assist in troubleshooting software application issues.
- Troubleshoot technical issues and identify modifications needed in existing applications to meet changing user requirements.
- Provide technical expertise and guidance to users during software or system deployments
- Test and troubleshoot software or system configurations to ensure they are functioning as expected.
- Provide training and support to end-users.
- Participate in project planning and resource allocation.
- Identify and manage risks associated with software or system deployments.
- Analyze data contained in the corporate database and identify data integrity issues with existing and proposed systems and implement solutions.
- Provide assistance and advice to business users in the effective use of applications and information technology.
- Write technical procedures and documentation for the applications including operations, user guide, etc.
- Produce technical documentation for new and existing applications.
- Identify opportunities that can improve efficiency of business processes.
- Verify database and data integrity.
- Participate in weekly meetings with the IT network team to discuss progress and issues to be resolved, and report progress on a weekly basis to the Head of Development and Group IT Manager.
- Participate on IT project steering committees and be involved in the design phase of any new IT software development projects.
- Assist in the creation of the system design and functional specifications for all new development projects.
- Serve as a liaison and facilitator between all business units to assist in addressing and resolving IT software issues.
- Quality Assurance troubleshooting for software technical issues.
- Create Business flow diagrams structuring and prioritizing business requirements.

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- Test Plan based on URS [User Requirement Specifications]
- Test Plan based on SRS [Software Requirement Specifications]
- Verification of QA Phases.
- Collaborating with developer's, and IT team to resolve issues and ensuring solutions are viable and consistent.
- First line and second line technical support for all internal system LIMS, ESS, OTO, CSS etc... for all companies.

- Other duties as assigned.

IV- Cooperation and Contact:
With colleagues from all other divisions, clients, suppliers, and subcontractors at all levels. With technical IT associations and associate companies.

V- Qualification:
Education and Experience:
- Bachelor's degree in information technology, Computer Science, or related field
- 3+ years of experience in IT implementer and business analysis or related field
- Strong analytical and problem-solving skills
- Excellent communication and collaboration skills
- Experience with requirements gathering and documentation.
- Familiarity with Agile methodologies

Language Ability: (English)
English: Read, Spoken and Written

Skills:
- Enterprise application troubleshooting.
- Ability to write, edit, and debug computer programs to achieve desired output.
- Strong communication and interpersonal skills
- Ability to work under pressure.
- web-based technologies.

Computer Skills:
Visual Basic, C++, Java,, Power BI and MS SQL

VI- Work Environment:
While performing his/her duties the Senior Software Analyst might be exposed to environmental and physical hazards such as: long sitting periods, long computer interaction periods.

Authorized by General Manager

Name: Date: Signature:

Agreed by Senior Software Analyst

Name: Date: Signature: