

JOB TITLE:**Systems Analyst****JOB HOLDER**

1. MAIN PURPOSE OF JOB

To identify, analyse, document and design enhancements and new developments for CDL software, with the aim to provide the best solution to satisfy both internal and client requirements

2. POSITION IN ORGANISATION

- Reports to the Systems Analyst Team Leader
- Direct contact with senior internal and external customers at a design and project management level.
- Provide advice to internal customers at all levels.

3. SCOPE OF JOB

- **Analysis and Software Design** – To research, analyse and produce functional specifications and software designs
- **Quality Assurance** - To ensure documents and analysis/designs produced meet customer expectations and company quality standards
- **Communication** – ensure a good level of teamwork, highlighting issues in good time and proactively suggesting solutions to resolve problems
- **Support** – Assistance to team members, internal colleagues and clients
- **Work Organisation** – Effective prioritisation and meeting deadlines
- **Individual Development** – Take ownership of personal development
- **Technical/Commercial Knowledge** – Maintain knowledge of systems design processes, tools & standards, potential customer environment challenges, architecture of CDL applications and company issues

4. DIMENSIONS & LIMITS OF AUTHORITY

- Take responsibility and ownership for completing assigned tasks that may rely on the contribution of other team members
- Agree User Requirements
- Estimating analysis/design days work for tasks relevant to this role

5. QUALIFICATIONS

- Minimum 'A' level or equivalent, preferably HNC or HND or equivalent in a relevant subject
- Specialist design skills and knowledge of structured design methodologies through formal training advantageous

6. EXPERIENCE

- Proven ability in related field
- Understanding of Object Oriented Design / UML advantageous
- Insurance industry experience advantageous
- Communication skills – experience of communicating with clients and managers

Analysis and Design**45%**

- Requirement Gathering
 - Research into feasibility of requirements
 - Analysis and Documentation of requirements
 - Production of approved and signed off Functional Specifications
 - Production of design documentation
 - Utilise analysis software tools and UML as appropriate to ensure information is communicated and maintained in an effective manner
 - Production of approved and signed off System Specifications
 - Production of effective impact analysis on limited changes to CDL applications
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Quality Assurance**10%**

- Ensure documentation, systems analysis and designs meet customer requirements before being released either externally for review or to development teams
 - Ensure all work meets the guidelines & standards defined for the team and the company
 - Identify and resolve errors in documentation, analysis or design
 - Proactively identify and resolve potential problems in output produced or the production process that may lead to customer dissatisfaction
 - Productively participate in peer reviews either as reviewer or an author being reviewed with the aim to enhance own or team member's documentation, analysis/design and standards
 - Perform effective version control management in all aspects of analysis/design output
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Communication**15%**

- Liaise with clients to establish, clarify and agree user requirements and to discuss any issues
 - Liaise with account handlers and other internal staff to establish the best solution to satisfy user requirements
 - Perform effective handover of analysis & designs to development implementation, software testing teams and any other relevant internal or external person
 - Ensure internal and external customers are kept informed of development issues
 - Ensure that the management team are kept informed of progress & any significant issues
 - Produce well written documents / perform workshops on areas of expertise and knowledge (as required)
 - Proactively contribute to & utilise the team's / division's technical knowledge base
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Support**10%**

- Assist team members with resolution of work problems
 - In a timely manner assist and advise internal and external customers on technical issues, resolving any incident calls allocated
 - Assist and advise internal staff where required on design issues
 - Assist and advise clients on understanding the specifications and solutions chosen
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Work Organisation**5%**

- Estimating effort and systems analyst resources required for analysis/design tasks
 - Prioritise tasks effectively and achieve delivery deadlines
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Individual Development**5%**

- Identify personal development requirements
- Participation in appraisal process & scheduling of appraisal tasks
- To operate effectively within the team and the company