



## THE EASTERN REGIONAL HEALTH AUTHORITY

### POSITION DESCRIPTION

<b>1. JOB TITLE</b>  SOFTWARE IMPLEMENTATION SYSTEMS ANALYST	<b>2. DIVISION</b>  HEAD OFFICE	<b>3. DEPARTMENT</b>  INFORMATION SYSTEM/ INFORMATION TECHNOLOGY
<b>4. ORGANISATIONAL RELATIONSHIP</b>  The Software Implementation Systems Analyst will report to the Manager-Information System/Information Technology	<b>5. NATURE &amp; SCOPE</b>  The Software Implementation Systems Analyst is responsible for playing an integral role in the support, maintenance and administration of the Authority's servers.	
<b>6. SPECIFIC ACCOUNTABILITIES</b>  The Software Implementation Systems Analyst: <ul style="list-style-type: none"> <li>❑ Develops implementation plans and implements changes to the operational systems based on requests for change, in accordance with change control procedures.</li> <li>❑ Assists with the design of the information systems of the Authority and documents the required outputs of the software using defined standards, methods and tools.</li> <li>❑ Contributes to the implementation of application software releases, particularly for areas of technical specialisation, by undertaking activities such as stakeholder coordination and activity documentation.</li> <li>❑ Assists with the management of selection, development and implementation of information systems, by undertaking activities such as the identification and mitigation of project risk, the monitoring of costs, timescale, and resources utilised</li> <li>❑ Delivers learning activities, such as training on the software applications of the ERHA to a variety of users and audiences.</li> <li>❑ Undertakes design tasks for information systems such as Financial systems or stock control</li> <li>❑ Creates and implements databases to suit large data acquisition, storage and retrieval requirements which are user friendly while fulfilling the organization's needs; in terms of accuracy, reporting, security, and the sharing of information between systems.</li> <li>❑ Managing the external solutions procured in response to the organization's needs</li> <li>❑ Installs, configures, and administers many network technologies including, but not limited to, Active Directory (i.e. DHCP, DNS, etc.), VPN, VLAN, VOIP, Exchange, anti-virus, and instant messaging.</li> <li>❑ Manages the Information Technology back-up system in its entirety, from procedural review to testing and disaster recovery.</li> <li>❑ Works directly with the Network and Storage/Risk Administrator.</li> <li>❑ Ensures systems are kept in required configuration profile including: patch maintenance, change as required by evolution of production environments, and updating software and its configurations.</li> <li>❑ Anticipates, identifies, responds and resolve issues with system administration.</li> <li>❑ Documents and maintains operational processes and tasks.</li> <li>❑ Provides training in system use and access.</li> <li>❑ Performs other related duties as required by the approved Authority.</li> </ul>		
<b>7. KEY KNOWLEDGE, SKILLS AND ABILITIES</b> <ul style="list-style-type: none"> <li>❑ Well-developed knowledge of computer science theory and practice with special reference to systems analysis and development.</li> <li>❑ Effective analytical, diagnostic, negotiating communicative and interpersonal skills.</li> <li>❑ An appreciation of the socio-cultural environment in which the Region operates.</li> <li>❑ Thorough understanding of the Region's computer operating environment.</li> </ul>		

**8. MINIMUM TRAINING AND EXPERIENCE**

- Bachelor's Degree in Computer Science from a recognized University or equivalent.
- Three (3) years experience in a similar position.
- Familiarity with Linux, UNIX, Oracle environments would be an asset.
- Microsoft Windows Server, SQL Server and Microsoft Dynamics would also be an asset.
- Any equivalent combination of education, training and experience.

**9. SUPERVISORY RESPONSIBILITIES**

Not applicable.

**10. COMMUNICATION AND WORKING RELATIONSHIP*****Internal:***

- Manager-Information System/Information Technology
- Assistant Manager-Information System/Information Technology
- General Manager-Operations
- Chief Executive Officer
- Staff of the Information System/Information Technology Department
- All Line Managers/Supervisors
- All Heads of Department

***External:***

- Communication Services of Trinidad and Tobago (TSTT)
- Contractors
- Suppliers