



THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE INFORMATION TECHNOLOGY (IT) ANALYST/PROGRAMMER	2.DIVISION HEAD OFFICE	3. DEPARTMENT INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)
4. ORGANIZATIONAL RELATIONSHIP The Information Technology (IT) Analyst/Programmer will report to the Senior Information Systems Specialist.		5. NATURE & SCOPE The incumbent is required to provide general business analysis and programming support services to the Authority.
6. SPECIFIC ACCOUNTABILITIES The Information Technology (IT) Analyst/Programmer: ❑ Supports the development and implementation of software applications of the Authority, in particular the analysis and development process and the monitoring of projects. ❑ Investigates operational requirements and problems, and identifies opportunities for improvements in the functions and processes of the Authority; and assists users in defining acceptance tests. ❑ Obtains requirements from key stakeholders of the Authority, and confirms alignment with defined business objectives; and documents and prioritises these requirements in accordance with defined standards and practices. ❑ Reviews requirements and specification; develops software tests, including test cases and test scripts; and assists with the execution of the complete testing of new or modified information systems, for all areas of the Authority. ❑ Assists with the design of information systems of the Authority, and documents all outputs using defined standards, methods and tools. ❑ Assists with the development, programming, testing, and correction of the software applications of the Authority using agreed standards and tools. ❑ Assists with the implementation of software releases, including stakeholder coordination and activity documentation, for all application software. ❑ Identifies and resolves issues with software applications, in accordance with agreed procedures and carries out agreed applications maintenance tasks. ❑ Analyses electronic data to support the reporting and operational information needs of the users in the Authority. ❑ Performs any other related duties as assigned.		
7. KEY KNOWLEDGE, SKILLS AND ABILITIES ❑ Knowledge of software development and maintenance processes. ❑ Knowledge of project management tools and techniques. ❑ Some knowledge of the principles, tools and techniques required for the management and control of ICT within an organisation. ❑ Ability to think creatively and to develop and maintain software applications. ❑ Ability to communicate effectively both orally and in writing. ❑ Ability to operate as part of a team. ❑ Ability to establish and maintain effective working relationships with colleagues. ❑ Ability to interact positively with members of the public and external stakeholders.		
8. MINIMUM TRAINING AND EXPERIENCE ❑ Training as evidenced by the possession of a recognised Bachelor’s Degree in Computer Science, Computer Information Systems, Information Systems Management, Computer Engineering or a related area. ❑ Minimum of three (3) years’ experience in an area of ICT, including at least eighteen (18) months’ experience in the analysis, programming, development and maintenance of software applications. ❑ Any equivalent combination of qualifications, training and experience.		

9. SUPERVISORY RESPONSIBILITIES

- ❑ Technical and Support Staff

10. COMMUNICATION AND WORKING RELATIONSHIPS

Internal:

- ❑ Manager-Information and Communications Technology (ICT)
- ❑ Staff of the Information and Communications Technology Department
- ❑ All Line Managers/Supervisors
- ❑ All Heads of Department

External:

- ❑ Telecommunication and Internet Service Providers
- ❑ Contractors
- ❑ Suppliers