BE PART OF THIS TEAM

The East London Industrial Development Zone SOC Ltd is a State Owned Corporation set up by government through the South African Industrial Development Zones Programme (now the South African Special Economic Zones Programme) to develop, operate and maintain modern infrastructure and to complementary attract strategic investments for the region.

POSITION: ICT BUSINESS ANALYST | Ref: REC/5/22

Minimum Requirements: • B.Sc. or B. Com degree with Computer Science / Information Technology • Minimum 4 – 5 years total work experience as a business analyst • An understanding of Agile, scrum, Waterfall SDLC methodologies.

Required Competencies: • Knowledge and understanding of Agile, scrum, Waterfall SDLC methodologies • Knowledge of ICT related policies and procedures • Ability to study and redesign computer systems, applications, and processes in order to provide expert analysis on business systems and applications.

Specific Functional Responsibilities: • Analyses Business Requirements • Engages with users requesting new systems or changes or additions to existing systems • Elicits requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, user cases, scenarios, business analysis, and task and workflow analysis • Models new processes/changes for the organisation that inform the value chain, standard operating procedure and system requirements • Critically analyses and evaluates the feasibility of changes, and develops requirements for, new systems and enhancements to existing systems; and distinguish user requests from the underlying true needs, then ensures the system design fits the needs of the users • Conducts change impact analysis to assess the potential implications of changes • Identifies opportunities for improving business processes through information systems and/or non-system driver changes • Tracks and fully documents changes for functional and business specifications; writes detailed universally understood procedures for permanent records and for use in training. These include: Business Requirements Document; User Cases; Interface (screen) designs; User manuals • **Project Management** • Translates the business needs into appropriate technical documentation for ICT team • Co-ordinates and develops with ICT team, a detailed project plan to monitor and track progress of the project • Manage risks and issues • Monitoring and reporting on the progress of the project • Participates in user acceptance testing and testing of new system functionality • Deploying the functional solutions and ensures acceptable quality and integrity of the system • **Stakeholder Management** • Act as the conduit between ICT and the business to ensure that the deliverables meet the requirements • Provides direct support and coaching to all levels of managers and supervisors as they help their direct reports through transitions • **Change Management** • Supports change management at the organizational level • Create and implement change management strategies and plans that maximize employee adoption • Identifying potential employee-side risks and anticipating the resistance, and developing specific plans to address or mitigate the concerns • Design and delivery of training programs to end users • **Monitoring** • Track and report issues • Work to drive faster adoption, higher ultimate utilization and greater proficiency of the changes that impact employees in the organization to increase benefit realization, value creation, ROI and the achievement of results and outcomes • **ICT Sales and Reseller programme Support** • Client Engagements • Contract Management • Promotes products and services • Provide 1st tier customer facing support and contract management • SMME Development \ Training • Conduct annual benchmarking of ICT products and services, and design new products and services in consultation with the ICT team.

Applications must be submitted by e-mail to: **recruitment@elidz.co.za**.

The closing date is 16 September 2022. If you have not heard from us within one month after the closing date, please consider your application unsuccessful. Only short listed candidates will be communicated to. The ELIDZ reserves the right not to fill these positions. **The ELIDZ is committed to giving preference to suitably qualified persons with disabilities and to African Males as per our EE Plan.**

FULL DETAILS AND INFORMATION REGARDING THE VACANCY ARE AVAILABLE ON OUR WEBSITE: http://www.elidz.co.za under **"Opportunities > Employment"**

The personal information submitted in response to this advertisement shall be processed solely for purposes relating to the position applied for, as mandated in law. The East London IDZ undertakes to ensure that appropriate security control measures are implemented to protect all the information submitted by the applicant.

Tel: 043 702 8200 | **www.elidz.co.za**

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