

ROLE PROFILE

Position Title: Lead Systems Analyst	Reporting to: Senior Manager ESS
Business Unit: Technology	
Division: IT	Department: ESS

A. ROLE AND CONTEXT

Purpose: This role is responsible for gathering, analyzing and designing all Business units' requirements and mapping it to systems functional specifications as well as supporting all major ERP systems/applications maintaining Ooredoo and QG business and coordinating with subordinates (senior programmers, programmers) to finalize all required solutions and to implement to keep system up and running.	Functional Context: The Technology Unit within Ooredoo is the backbone of the organization providing all technology services which enable Ooredoo to deliver its services to its customers across all technology platforms, 24/7/365. In other words, it's responsible for the management of all Ooredoo networks, technology infrastructure/ platforms and processes to achieve fast time-to-market, high operational efficiency, and support product/ service innovation, and ultimately drive the financial performance of Ooredoo. The department is responsible for technical design, platform implementation, modification and application support including new products and change requests for all ESS applications and platforms
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B. ROLE ACCOUNTABILITIES

- Gathers different BU requirements & Develops all the base business requirements specifications. - Defines all inter-system relationships, all Requirements Analysis mappings for existing solution and infrastructure specifications required for new solutions. - Specifies requirements and Designs solutions for all inter-system relationships. - Maps Business Analysis deliverables to System Functional Analysis Specifications. - Works with Technical Designer to define the architecture of the business solution. - Participates in preparing training and development plans for the analyst programs and application programmers. - Uses management and diagnostic tools and processes to measure impacts of the incidents on the business and defined SLAs. - Works with problem management to proactively reduce the number of incidents ensure the correct level and number of resources are resolving specific problems. - Monitors to ensure the vendors comply with their contracts. - Passes on genuine faults to vendors: Monitors time taken by vendor to fix; Co-ordinate system, user and operational tests; Co-ordinate release of bug fix into production. - Analyzes faults in internally developed applications and or those developed by other for which Ooredoo have and are responsible for the source code. - Co-ordinates and or delivers end user training. - Undertakes applications administration and implement controls to ensure valid and authorised access to the application. - Liaises with other groups to deliver service and manage cross application/functional issues. - Customizes all ERP applications supported by him. - Designs new systems to serve various departments in case the solution not available.

C. SCOPE AND INTERACTIONS

Direct Revenue Responsibility: No	Primary Interactions (Internal/External)
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Direct Budget Responsibility: No Direct People Management Responsibility: No	Internal Relationships: Cross Functional	External Relationships:
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D. KEY PERFORMANCE INDICATORS (KPI)

- Delivery of solutions to meet Ooredoo's Business Units requirements
- Application efficiency
- Internal customer satisfaction
- System diagnosis and trouble shooting
- Timeliness response to users problems
- System downtime
- Quality of system support & analysis provided

E. EXPERIENCE, QUALIFICATIONS AND SKILLS

Minimum Experience, Essential Knowledge & Skills 8 years' experience in a similar role. Experience in technical design, platform implementation, modification and application support for ESS applications and platforms including new products and change requests.	Minimum Entry Qualifications Bachelor's Degree in Computer Science or Software or Telecom Engineering Preferred Certifications / Other Qualifications Any Relevant Certifications
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<u>Technical Competencies</u>	<u>Required Level</u>	<u>Behavioural Competencies</u>	<u>Required Level</u>
ESS MANAGEMENT	Expert	Building Customer Value	Basic
PROGRAMMING & CODING	Expert	Delivering Results & Fostering Collaboration	Basic
CONFIGURATION MANAGEMENT	Advanced	Shaping Strategy	Basic
PARTNER MANAGEMENT	Intermediate	Driving Change	Basic
SPECIALISED RESOLUTION	Intermediate	Networking and Influencing Collaboratively	Basic
		Leading Teams	Basic
Competency Level (Reference Range)	Basic Low	Intermediate	Advanced Expert High