Tax Administration Jamaica
Working together to serve you EVEN better

JOB DESCRIPTION AND SPECIFICATION

Job Title:	Business Analyst
Classification/ Grade:	Level 6
Functional Area:	Commissioner General's Executive Office - Information and Communication Technology (Systems Development Section)
Reports to:	Manager, Business Analysis
Manages Directly:	N/A
Manages Indirectly:	Internal and External testers

This document is validated as an accurate and true description of the job as signified below.

Employee	*Date*
Head of Division/Unit	*Date*
Date received in HRM&D Division	*Date created/revised*

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JOB PURPOSE

To support TAJ in implementing the most appropriate technology solutions; act as liaison between TAJ's business partners and internal customers, and recommend solutions that will enable TAJ to achieve its strategic objectives.

KEY OUTPUTS

- Analysis of manual and automated systems and processes conducted;
- Requirements gathering and documentation conducted;
- ICT Business Solutions provided;
- User Acceptance Testing (UAT) co-ordinated and facilitated;
- Reports prepared and submitted.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Identifies, researches and resolves problems to improve the end to end client experience;
- Acts as a liaison between TAJ's clients, internal customers, business and technology partners;
- Collects, analyses and documents requirements information from business partners for system development or enhancement;
- Maps current and future business processes and constructs work flowcharts and diagrams to facilitate a re-engineered business process;
- Provides deskside support, sharing best practices and ideas to users for optimal system use;
- Liaises with Technology staff, Project Management, and clients concerning discrepancies within the supported applications;
- Documents and submits client change requests and monitors process for successful completion;
- Co-ordinates, facilitates and monitors the User's Acceptance Testing (UAT) process;

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- Analyses the feasibility of and develops requirements for new and enhancements to existing systems;
- Conducts training and sensitization sessions with users on new and enhanced systems;
- Prepares user manuals, user guides & test cases for internal systems implemented;
- Updates user manuals and requirements test scenarios as per system upgrade;
- Develops, documents and revises system design and tests procedures and quality standards;
- Defines the goals of the system and devise flow charts and diagrams describing logical operational steps of programs;
- Collaborates with key stakeholders in the preparation of Requests for Proposals (RFP);
- Keeps abreast of current trends and technology by reviewing current and upcoming technological advances to ascertain the applicability to the job;
- Supports the identification of risks within the organization and by extension the respective area of work;
- Performs any other related duties assigned by the Manager, Business Analysis;
- Prepares and submit reports.

PERFORMANCE STANDARDS:

This job is satisfactorily performed when:

- The analysis of manual and automated systems and processes is properly executed within the required timeframe;
- The gathering of business requirements and documentation is done within the stipulated timeframe;
- Appropriate ICT business solutions are recommended within the stipulated time;
- All UAT activities are coordinated systematically and facilitated as scheduled;
- Accurate, comprehensive reports are prepared as stipulated and submitted by the due date.

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AUTHORITY TO:

- Collect and document user requirements;
- Consult with clients, users and key business partners;
- Conduct UAT activities;
- Recommend re-engineered business processes.

CONTACTS	NATURE OF CONTACT
Internal	
All Users (staff)	To provide technical support To gather requirements and provide solutions to problems
Legal Support Division	To obtain legal advice
EGov	To share information To conduct UAT
MDAs	To share and collect information To conduct and facilitate UAT

REQUIRED COMPETENCIES

(a) Specific Knowledge

- Excellent knowledge of information systems and practices;
- Excellent knowledge of TAJ's operations and functions;
- Proficient in the use of Process Mapping Tools and software.

(b) Required Skills and Specialised Techniques

- Excellent decision-making, planning and organizing skills;

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- Excellent judgement, and analytical skills;
- Excellent communication, interpersonal and team building skills;
- Excellent time management skill;
- Keen attention to detail.

(c) Qualification and Experience

- BSc in Computer Science / Management Information Systems;
- Certification in Business Analysis;
- Project Management Certification would be an asset;
- Three (3) years' work related experience, two (2) of which must be in Business Analysis.

WORKING CONDITIONS

- Normal office environment;
- May be required to work beyond normal working hours;
- Travel (35%-45%).

Vision Statement

A World-Class Tax Administration

Mission Statement

To collect the Revenue due in an equitable and cost-effective manner, foster voluntary compliance, provide excellent service to our customers through an engaged and empowered staff.