

## IT Services Professional Executive – System Analyst

**Reporting To** IT Services Manager and Head of IT

### Responsibilities

- Gather, analyse, and document business and system requirements.
- Liaise with business users to understand functional and operational needs.
- Translate business requirements into functional and technical specifications.
- Prepare system requirement specifications, process flows, and data mappings.
- Ensure requirements are clear, complete, and aligned with business objectives.
- Design system solutions and integration approaches.
- Define system workflows, logic, and functional behaviour.
- Support system integration between internal and external systems.
- Ensure system design meets performance, security, and reliability requirements.
- Support and assist developers during system development and implementation.
- Assist in reviewing technical design and ensuring alignment with requirements.
- Support API integration and data integration activities.
- Support system configuration and setup where applicable.
- Support System Integration Testing (SIT) and User Acceptance Testing (UAT).
- Verify system functionality and ensure requirements are met.
- Assist in production deployment and implementation activities.
- Support post-implementation verification.
- Investigate and analyse system issues and defects.
- Support root cause analysis and resolution.
- Support change requests, system enhancements, and system improvements.
- Ensure all changes follow IT change management procedures.
- Maintain proper system documentation including functional specifications, technical specifications, process flows, and integration specifications.
- Ensure compliance with IT standards, security policies, and other requirements.
- Liaise with business users, vendors, and internal IT teams.
- Support coordination with third-party system providers.
- Ensure smooth system integration and implementation.

### Requirements

- Good understanding and hands-on experience in the administration of enterprise systems. Experience in takaful/insurance core systems and production support is an added advantage.
- Strong knowledge and programming skills in SQL and PL/SQL.
- Good understanding of change management processes and controls.
- Dedicated, hardworking, professional, proactive, and eager to learn.
- Highly adaptable to new tasks and ad-hoc responsibilities.
- Effective verbal and written communication skills, with strong analytical, critical thinking, and problem-solving abilities.
- Bachelor's Degree in Computer Science, Information Technology, Information Systems, Software Engineering, or a related field.
- At least one (1) to two (2) years of work experience in IT or application support. Fresh graduates with relevant technical skills may be considered.

All applicants must submit their application by **6th March 2026**.  
**Only short-listed candidates will be notified.**