

**Position Title:** Systems Analyst  
**Position reports to:** Development and Operations Manager  
**Direct Reports:** N/A  
**Office Location:** Adapt IT Johannesburg Campus

**PURPOSE OF THE POSITION**

The position requires a self-motivated individual with intermediate to senior level experience in the System Analyst Role. A strong technical understanding of the USSD channel environment is essential. He or she will act as the interface between the clients business BA’s, PM’s and the AdaptIT developer team and will prepare the required Technical User requirement specifications. Good verbal and writing skills are therefore key to this position. The ability to be assertive and having the ability to stand his or her ground is essential.

**PRIMARY RESPONSIBILITIES FOR THE ROLE**

- The candidate will form part of the USSD Squad and will be responsible for the following:
- Interfacing with the client’s business BA’s and project managers.
- Creating a technical User Requirement Specification (URS) for every CR or project for the USSD team.
- Interfacing with clients TSS (Technical Support Services) to understand any production errors and develop URS’s for these fixes.
- Assisting the squad leader and project co-ordinator to prioritize development.
- Attending daily telephonic stand-up meetings with clients Business stakeholders.
- Liaise with client Business stakeholders to understand their requirements.
- Understanding all BRS, HLD and LLD documents.
- Compiling URS documents for all CR’s and product fixes.
- Assisting developers to understand all business requirements.
- Assisting Clients Business and AdaptIT development team with testing in QA and CP when required.
- Assisting Clients Business to manage deployment schedule and monitor Clients PI list.
- Attend Weekly USSD squad meetings.

**MINIMUM QUALIFICATION AND EXPERIENCE REQUIREMENTS**

- Relevant IT Degree related to the field
- Good technical understanding of system integration and process flow.
- Strong Communicator.
- Ability to be assertive when necessary.
- Good writing skills.
- Strong Team Player.
- Proficiency in MS Visio or similar.

**Contact Person:** [Mandy Barret](#)  
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