

Job Description

We are seeking a dynamic, enthusiastic, and self-motivated individual of high integrity to join our team as **IT Business Systems Analyst**. The ideal candidate will possess strong professional qualifications, a solid work ethic, and exceptional skills. Reporting directly to the IT Business Systems Manager the successful candidate will be responsible to analyze the current business processes & propose improvements, introduce new technologies to improve work efficiency.

- Engage with stakeholders through interviews, surveys, and workshops to gather insights into business requirements, challenges, and desired system functionalities.
- Identify opportunities for process optimization within business units and propose automated solutions to enhance operational efficiency.
- Develop comprehensive Software Requirement Specifications (SRS) and business cases, highlighting expected benefits and return on investment (ROI).
- Plan and coordinate system design, implementation, training, testing, and integration activities to ensure timely project delivery.
- Create and implement test strategies to support effective User Acceptance Testing (UAT).
- Assess training needs across business units and organize user training sessions to ensure system proficiency.
- Provide weekly updates on the status of IT projects to the management and prepare summaries for management meetings to maintain visibility of project progress.
- Foster strong collaboration between vendors, business units, and internal teams to ensure seamless project execution.
- Monitor and analyze system performance, usage trends, outages, and service disruptions, and compile monthly reports for management review.
- Ensure all assigned tasks are executed in compliance with Corporate Information Security Policy and Corporate Information Security & Privacy Management (CISPSM) manual.
- Adhere to the Corporate Safety Policy and Safety Management Systems Manual (SMSM) to maintain a safe and secure working environment.
- Evaluate existing IT infrastructure, including networks, software, and hardware to identify inefficiencies and areas for improvement.
- Support the implementation of current systems, ensuring alignment with requirements and smooth integration with new technologies.
- Prepare system documentation, analysis reports, and training materials to facilitate user understanding and adoption of new systems.
- Continuously monitor system performance and recommend enhancements or additional features as needed.
- Analyze existing business processes and suggest improvements to streamline operations and increase productivity.
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Requirements

- Bachelor's Degree in Engineering, Information technology, Computer Science, Management Information Systems, Information Security etc. or a relevant field from a recognized University with a minimum of 01 year post qualifying relevant Experience in executive capacity.
- Full professional qualification equivalent to NVQ Level 7 with 3 years post qualifying experience in a relevant discipline.
- Knowledge of multiple Operating Systems, Networking, Hardware & Software and Troubleshooting.

Benefits

The selected candidate can be assured of an attractive remuneration package with fringe benefits.

Job Information

Grade	8.1
Division Name	IT Department
Date Opened	24/12/2025
Application Closing Date	07/01/2027
Job Type	Full time
Industry	IT Services
City	Katunayake
Province	Western Province
Country	Sri Lanka
Postal Code	11450