



Career Opportunity

Title	HR 44/2025 — System Analyst - Student Management System
Faculty/Division	Information and Communications Technology (ICT) Department
Reports to	Senior Systems Analyst
Location/Campus	SINU, Kukum Campus

Summary of Duties

To support the Student Management System (SMS) by monitoring operations, administering role-based access, coordinating user training, installing patches and upgrades, and resolving user issues. The position ensures the SMS functions efficiently and effectively to support SINU's Student academic and administrative operations.

Duties & Responsibilities

- Collaborate with system vendors to enhance SMS functionality and resolve complex technical issues.
- Coordinate and facilitate user training sessions to ensure staff can effectively utilize the SMS.
- Develop and maintain Standard Operating Procedures (SOPs) and user guides that are properly documented and stored for reference.
- Ensure the integrity and reliability of SINU's student data through regular monitoring and validation.
- Implement and verify data backup procedures to protect against data loss.
- Provide prompt and effective support to resolve user issues, documenting solutions for future reference.
- Analyze system data and generate reports to provide insights for decision-making and process improvement.
- Conduct proactive daily monitoring of the SMS to identify and address potential issues before they impact operations.
- Troubleshoot system problems efficiently to minimize disruption to university operations.

Minimum Qualification and Experience Requirements:

To be considered for this position, applicants must have:

- A Bachelor's degree in Information and Communications Technology (ICT) or a related field.
- Minimum of 1-year experience in system support, preferably with student management or similar enterprise systems.

Desirable

- Relevant system-specific certifications or training.
- Experience in data analysis and report generation.

Required Skills and Knowledge

- Comprehensive understanding of ERP modules, configurations, and workflows, particularly those related to student management systems.
- Strong troubleshooting and problem-solving abilities to quickly resolve system issues.
- Excellent attention to detail to ensure accuracy in system configurations and data integrity.
- Ability to communicate technical information clearly to non-technical users.
- Skills in creating user guides and delivering effective training sessions.

Desirable Skills:

- The role requires a balance of technical expertise and user-focused support skills.
- The System Analyst must be adaptable and willing to learn new technologies as the SMS evolves.
- A commitment to continuous improvement in system operations and user experience is essential. **Please refer to the job description for more information.**

Terms and Conditions

This is a full-time position with a contract term of five years, renewable based on performance and mutual agreement.

Detailed job descriptions, entry requirements, terms and conditions of employment, and application processes, can be obtained from the SINU website: <https://www.sinu.edu.sb/hrd/job/> OR Contact Safina Roger- Safina.Roger@sinu.edu.sb or Alister Bako- alister.bako@sinu.edu.sb .

Closing Date: 11th April 2025 at 4.30pm. Late or incomplete applications will not be considered. Only shortlisted applicants will be contacted.

Applications can be emailed to Safina Roger- Safina.Roger@sinu.edu.sb or Alister Bako- alister.bako@sinu.edu.sb or hand delivered to the HR Department at Kukum Campus addressed to:

**Director of Human Resources
Human Resources Department
Solomon Islands National University
P.O Box R113
Honiara**