Job Description

General Information

Job Title & Job Code: HICT Analyst-112216	

Job Family: Administration	Department: Health Information & Communication Technology

Reporting Relationships and Key Interactions	

Reports to: • HICT Head or HICT Manager Subordinates : •	Key Interactions : • HMC end-users • HICT colleagues • Other departments

Original Date: 15-05-2013	Last Revision Date: 06-11-2014

Job Summary

Within the mission, vision and values of HMC, the HICT Analyst operates in a creative manner and works collaboratively and proactively with the assigned team. Analyze computer systems in order to produce and design innovative solutions for a variety of complex problems. Gathers information from users to diagnose and define work problems, and plans new solutions that enable technical colleagues to develop, test and implement system requirements. Contributes to decisions on policies, procedures, expansion strategies, and product evaluations.

Accountabilities:

1. Analyze, design and develop systems to automate business processes and ensure security controls, and policies are embedded.
2. Analyze user project proposals, identify omissions and errors in requirements and conduct reliable studies in order to recommend optimum approach and develop system design for approved projects.
3. Design effective database schemas to ensure proper programming structure, integration, system performance, and reporting capability.
4. Recommend process improvement based on analysis of existing processes to ensure continuous enhancements.
5. Measure system performance on multi-user platforms through automated test scenarios to provide improvement recommendations.
6. Develop training requirements for staff to ensure smooth transformation of process

improvements.

7. Assist in the planning and development of new policies, procedures and forms to ensure service delivery.
8. Adapt design approaches successfully used in precedent systems to ensure that completed work meets the requirements and guarantees timeliness, compatibility, and effectiveness.
9. Assist in the development and implementation of system validation and documentation to ensure that system capacity planning and system configuration are properly documented.
10. Participate in the development and implementation of quality management strategy and plans, including resources and systems in order to improve the department's plan and long term strategy.
11. Provide backup in system design/development in the absence of other colleges to ensure project are delivered on schedule.
12. Assist in the compilation of presentations and strategic reports/documents as needed.
13. Recommend procedure change to improve efficiency.
14. Perform other duties as assign.

Specific Responsibilities
- See addendum.

Job Requirements

Educational Qualifications & Certificates:

Essential Education: A Bachelors Degree in Computer Science/Computer Engineering or a related field, and 6 years experience in providing in-depth hardware/software technical support with at least 3 of the 6 years at a similar level of responsibility. OR A diploma relevant to the specialization of the role and 10 years of related or administrative experience with at least 4 of the 10 years at a similar level of responsibility.

Required Certification/Licensure: • N/A

Experience:

Essential Experience: As the above

Skills

Language Skills: • English Advanced • Arabic Preferred **Computer Skills:** • Advanced

Competencies:

HMC Core Competencies:

• Patient first • Take Responsibility • Advance and Inspire • Integrate and Shape

Specific/Technical/Functional Competencies:

Demonstrates strong working knowledge of: • Problem Solving and Decision Making: Knows when to escalate a difficult situation. • Root Cause Analysis: Performs basic data analysis using systems/applications and reports out

- any practical conclusions.
- Prioritization Skills and Multitasking Ability: Performs activities based on management guidance around priorities.
- Communication: Updates leadership on issues and progress related to assigned work.
- Conflict Resolution: Provides leadership with the appropriate information to resolve the conflict.
- Technical Skills
- Business Acumen
- Planning & Organizing
- Process Excellence
- Teamwork
- See addendum

Note: The Job Description is not intended to be all-inclusive. The employee may perform other related duties to meet the ongoing organizational needs.

Job Holder Agreement:

I, the undersigned, hereby acknowledge that I have read my job description and understand its content. I agree to demonstrate the application of this job description in my day-to-day activities and in accordance with the Mission, Vision and Values of Hamad Medical Corporation.

Name:…………………………………………………….Signature & Date:…………………………………………….

Approvals: (Relevant Executive Director/CEO/Chief)	**Supervisor:**
Name: ……………………………	Name: …………………………
Signature: ………………………	Signature: ………………………
Date: ………………………….	Date: ……………………………