<div align="center">**Terms of Reference**
Research Analyst</div>

Introduction

To strengthen the overall mechanisms to manage the services provided to the public from Ministry of Economic Development & Trade (MoEDT), the Ministry has decided to develop and enhance the existing systems of MED.

Initial assessments of the existing systems reveal that several processes can be further streamlined while minimising the use of physical documents and improving the service delivery, and new systems are required to further enhance additional service delivery. Additionally, to migrate to and implement revised policies, substantial changes need to be made to the existing systems. It was also identified that system gaps prevent MoEDT as the service provider and regulator to track compliance of employers and to measure its service performance on a timely basis. Furthermore, some of the modules of the existing systems are not fully online, requiring manual data entry by staff leading to in-efficiencies in services delivery while lack of in-built smart features within the system neither empower user to monitor compliance level nor does it notify users of outstanding obligations in relation to their requests. Feedback received from both internal and external users indicate that the systems require changes to make it smarter and more user-friendly.

Scope of work

The Research Analyst should work closely with the business and technical teams and should be a major contributor to the requirements specification deliverable, writes the business and functional requirements. The Research Analyst should understand the business and ensures that there is integration between business and technology. The Research Analyst should work with the development team to prioritize deliverables and negotiate on product functionalities. The Research Analyst must also understand the development processes – SDLC – and must be very analytical with problem solving and conflict resolution skills to help identify, communicate and resolve issues.

The Research Analyst should be responsible for creating, maintaining and prioritising the product backlog, and for ensuring that both the development team and the stakeholders are well informed as to priorities and progress of the work done. The Research Analyst will need to be proactive, should be able to communicate with both business and technical stakeholders, and must be able to solve problems while under pressure.

Major Functions:

- Work with business systems owners to elicit requirements and capture business objectives and goals.
- Clearly articulates and documents business processes and User requirements
- Obtain key inputs from architecture and technical teams to identify solution interdependencies
- Document solution design including data analysis and wireframes
- Analysing and communicating stakeholder needs by translating business requirements to the technical team using an agile methodology

- Develop stories to hand over to the development team by taking on project management roles in multiple systems projects.
- Manage the backlog and priorities across multiple projects
- Manage iterative system reviews and feedback with the system owners
- Support with test cases and testing
- Manage the UAT process
- Assist with Training and User documentation and system implementation
- Assist with system support
- Liaise with stakeholders depending on each product and assist with business analysis and project management where necessary
- Proactively build and maintain good relationships with stakeholders
- Proactively resolve customer satisfaction issues
- Consulting with management to determine the needs of the system
- Analysing the business processes and operating principles for inefficiencies and inadequacies. Making recommendations and approvals for solutions or improvements that can be achieved.
- Act as liaison between business stakeholders, such as management and software development or technical team.

Experience/ Skills/Qualification Requirements:

The Research Analyst should have a degree Business/Commerce or related filed with minimum of 3 years of research, data and system analysis experience, and should be fluent in UML and its tools. Prior knowledge and experience in the public service systems managed by the Ministry will be an added advantage.

Immediate Supervisor and reporting:

On a day-to-day basis the successful candidate will report to the Head of IT Section of the Ministry of Economic Development and shall report to other relevant officials in the Ministry of Economic Development as instructed by the Head of IT Section and the Permanent Secretary.

Contract Duration:

12 months from the date of contract signing.

Monthly Remuneration package inclusive of all benefits: MVR 28,000.00 per month (inclusive of all benefits)

Working Hours – 8:00am - 4:00pm weekdays with 1-hour lunch break. The selected applicant may be required to work outside of the above working hours occasionally during the term of the consultancy.

Work Location: Ministry of Economic Development and Trade, Male'

Recruitment Process – Applicants interested in providing the services, are required to submit their CV, certificates and other relevant information demonstrating his/her qualification and experience in the area.

Note: Only shortlisted candidates will be contacted for an interview. The shortlisted candidates will be subjected to a face-to-face interview and practical test.