We are hiring!

Systems Analyst I

This is a fully remote position.

As a Systems Analyst I, you will be an integral part of a Software Solutions Department that provides client services and manages EQuIS installations, implementations, and configuration solutions. You will gain basic knowledge of EQuIS core products and assist in completing client tasks on time, within budget, within scope, and to the overall satisfaction of Project Managers and clients. You will ensure the smooth delivery of work items and provide progress updates to Project Managers or Technical Leads. You will communicate regularly with the Services Coordinator and project teams, skillfully configuring EQuIS solutions that empower clients while staying within task parameters.

Key Responsibilities:

- Achieve and maintain Level I in at least three (3) core areas on the EQuIS skills matrix — EQuIS Professional, EQuIS Data Processor (EDP), EQuIS Enterprise, EQuIS Collect and EQuIS Sample Planning Module.
- Assist in conducting estimates for configuration tasks.
- Assist in the completion of configuration tasks.
- Provide effective troubleshooting using a variety of resources and tools.
- Collaborate with Managers and Subject Matter Experts (SMEs), as needed, in providing suggestions for improvement of processes and/or the product.
- Identify and develop an area of expertise within Technical Solutions.
- Perform other related duties as assigned.

Send your latest CV to
hr@digitalenvi.com

Deadline of application is
29 February 2024

Required Skills:

Relationship Management Skills
- Proactively assist team members within and outside the Solutions Department.
- Interact effectively as a valuable project team member, fostering positive collaboration.
- Engage actively, share responsibilities and rewards, and contribute to the overall capability of the Technical Solutions group.
- Report conflict issues to the Project Team Lead or Manager, actively assisting in their resolution.
- Actively participate in, or assist in, client demonstrations when required.

Communication Skills
- Engage with clients in a professional and composed demeanor.
- Regularly provide "Knowledge Shares" at least three times annually to colleagues within the group or region.
- Respond promptly and comprehensively to both internal and external communications.

Desirable Skills:

IT Skills
- Basic programming (TSQL, HTML, Javascript)
- Database and data management
- Digital forms creation and integration
- Data wrangling and migration
- Data visualization (charts and graphs)
- Proficiency in EQuIS system

Qualifications:
- Minimum of 1-2 years of relevant work experience
- Good oral and verbal communication
- Excellent customer service skills, including capacity to actively listen and comprehend customer communication effectively
- Ability to pose relevant questions to assist customers and/or gain clarification on conveyed information
- Strong software application aptitude
- Ability to use Microsoft Office Suite of products
- Bachelor's degree in Chemistry, Environmental/ Geological Sciences, Computer Science, Engineering, or Geography

Digital Envi Incorporated