



## JOB OPPORTUNITY

Reference Number  
MND/PO/J/26/011

Date  
5 July 2026

Maldives Innovation  
and Digital Company

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G. Niusha, 5th Floor  
Lily Magu, Malé 20130  
Republic of Maldives

<b>Post</b>	<b>Solutions Analyst</b>
<b>No of Positions</b>	04
<b>Employment Type</b>	Contractual
<b>Terms of Employment</b>	The duration of the assignment is 1 (one) year from the commencement of work. The contract will be extended after performance analysis at the end of the term.
<b>Location</b>	MINDCo Head Office
<b>Remuneration</b>	Based on qualifications and experience

### SCOPE OF WORK:

The Solutions Analyst, part of the oneGov Solutions Team, is responsible for working with agencies and internal teams to study business processes, document requirements, and support configuration of government services on the oneGov platform. The role involves service digitalization from requirements to production, contributing to configuration, testing and service quality assurance, agency onboarding, and maintenance of government services while collaborating with agency focal points to maintain consistent delivery standards.

### DUTIES & RESPONSIBILITES

#### *Training & Onboarding*

- Prepare onboarding materials, user guides, how-to articles, and demonstration content for agencies
- Assist in onboarding sessions and provide basic guidance to agency users on service usage and platform processes
- Collect user feedback and contribute to updates of training resources and onboarding materials

#### *Digital Service Engineering*

- Study and analyze agency business processes, forms, and operational requirements to identify service needs and digitalization opportunities
- Assist in the configuration of forms, workflows, and service components for assigned scopes under the guidance of senior team members
- Prepare and maintain service-related documentation including process notes, configuration references, form requirements, and supporting records

- Work closely with internal teams to ensure requirements are clearly captured and implemented in line with oneGov standards

#### *Quality Assurance*

- Execute test cases for assigned services, document testing outcomes, and log identified issues for resolution
- Assist in validating reported issues, reproducing bugs, and following up with relevant teams for resolution
- Maintain testing references, QA checklists, and testing records

#### *Service Operation and Support*

- Monitor assigned live services and handle service-related issues
- Log and categorize support tickets, track resolution timelines, and maintain incident records
- Identify recurring issues or gaps in service readiness and escalate them with relevant details to senior team members

### **QUALIFICATION & EXPERIENCE**

The ideal candidate must possess the following qualifications and skills:

- Advanced Certificate in Computer Science, Information Technology, Business Information Systems, or a related field or 1 year of relevant experience in business analysis, system configuration, digital services, software testing, or similar roles
- Ability to understand business processes and communicate technical concepts to non-technical audiences
- Basic familiarity with digital workflows, system configuration concepts, form builders, and software testing practices
- Good documentation and organizational skills with attention to detail
- Strong written and verbal communication skills in both English and Dhivehi

### **DESIRED SKILLS:**

- Capable of working both independently and within teams with minimal supervision
- Demonstrates initiative and willingness to learn new technologies, tools, and processes
- Strong interpersonal skills and ability to collaborate effectively with technical and non-technical stakeholders
- Able to manage assigned tasks in a fast-paced, project-based environment
- Shows attention to detail in documentation, testing, and requirements handling
- Passion for improving digital government services and learning new tools, systems, and practices

**APPLICATION SUBMISSION**

Interested candidates are invited to submit their completed job application form together with an up-to-date CV to [careers@mindco.mv](mailto:careers@mindco.mv) no later than 16:00 hrs on 12<sup>th</sup> July 2026.

**ADDITIONAL DOCUMENTS FOR SHORTLISTED CANDIDATES**

Please be informed that applicants who are shortlisted will be contacted for an interview and will be required to provide the following documents via email to [careers@mindco.mv](mailto:careers@mindco.mv) upon notification:

- A recent passport-size photograph (digital copy)
- A scanned copy of the National ID card
- Scanned copies of educational certificates
- Employment reference letters from previous employers
- Valid police report