



## JOB OPPORTUNITY

Reference Number  
MND/PO/J/26/012

Date  
5 July 2026

Maldives Innovation  
and Digital Company

+960 3335777  
info@mindco.mv

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

<b>Post</b>	<b>Senior Solutions Analyst</b>
<b>No of Positions</b>	03
<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 Senior Solutions Analyst, part of the oneGov Solutions Team, is responsible for leading service study, requirements analysis, documentation, and configuration support. The role ensures successful requirements translation, configuration support, testing and service quality assurance, agency onboarding, and maintenance of government services on the oneGov platform, working closely with agency focal points to maintain consistent delivery standards and compliance with oneGov requirements.

### DUTIES & RESPONSIBILITIES

#### *Training & Onboarding*

- Conduct structured onboarding sessions, walkthroughs, and demonstrations for agency users
- Ensure onboarding materials, user guidance, and supporting documentation are complete and aligned with the configured service before launch
- Review user and stakeholder feedback and recommend updates to documentation, onboarding approaches, and service processes
- Coordinate translation and language quality checks for Dhivehi-language service content and training materials

#### *Digital Service Engineering*

- Lead the study and analysis of agency business processes, forms, and operational requirements for assigned services
- Drive process reengineering discussions and translate business requirements into clear service workflows, configuration structures, and implementation-ready documentation

- Undertake configuration support activities for assigned scopes, particularly where strong process understanding, service logic, and documentation alignment are required
- Review and refine service requirements, forms, workflows, and supporting records to ensure quality, completeness, and consistency with oneGov standards
- Prepare and maintain key service documentation including requirements notes, process flows, configuration references, and service design support materials

#### *Quality Assurance*

- Plan and execute testing activities for assigned services and ensure testing outcomes are properly documented
- Lead issue validation and conduct root cause analysis by linking reported issues back to requirements, configurations, or process gaps
- Identify opportunities to improve testing references, documentation quality, and configuration readiness across the team

#### *Service Operation and Support*

- Monitor live services, analyze recurring service issues, and recommend improvements to service configurations, user guidance, and support practices
- Coordinate closely with Solutions Engineers and internal teams to ensure requirements are accurately understood and implemented
- Contribute to continuous improvement of service practices based on lessons learned

### **QUALIFICATION & EXPERIENCE**

The ideal candidate must possess the following qualifications and skills:

- Diploma in Computer Science, Business Information Technology, or a related field  
Or 2 years of relevant experience in business analysis, system configuration support, software testing, or similar roles
- Experience in studying and documenting business processes
- Good understanding of digital workflows, service configuration concepts, and system testing processes
- Familiarity with form builders, workflow tools, or low-code/no-code configuration environments
- Ability to communicate clearly with both technical and non-technical stakeholders and ensure alignment across teams
- Experience in preparing clear, complete, and implementation-ready documentation
- Strong written and verbal communication skills in both English and Dhivehi

### **DESIRED SKILLS:**

- Strong analytical and problem-solving skills

- Ability to work independently and take ownership of assigned scopes while collaborating effectively across teams
- Strong attention to detail and documentation discipline
- Confidence in engaging with stakeholders and guiding requirement discussions
- Initiative in identifying improvements and following through on assigned responsibilities
- Passion for improving digital government services and learning new tools, systems, and practices
- Ability to manage multiple assignments in a fast-paced environment

#### **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