

TERMS OF REFERENCE (TOR)

Announcement No: SMED/HR/IU/2026/24

Post: System Analyst
No of Vacancy: 01
Post Type: Permanent
Department: Information Systems Department
Reporting to: Manager – Information Systems

Key Tasks, Responsibilities, and Deliverables:

- Work with Operations and Infrastructure Unit into support the maintenance of the Company's servers, systems, and data center equipment (servers, SANs, NAS, routers, firewalls, switches, and workstations).
- Analyze the Company's network infrastructure and virtualized environment, and recommend improvements for performance, reliability, and capacity.
- Analyze and support the administration of Microsoft 365 products (SharePoint, OneDrive, Exchange Online) and Windows and Linux server environments.
- Study, analyses, and design IT guidelines and policies for client users.
- Bridge the gap between information users and technical teams by gathering, analyzing, and documenting business and system requirements.
- Assist IT management with technological feasibility assessments and strategies to reduce user resistance to new or changing systems.
- Develop system test goals, plans, and methodology, and participate with users in systems evaluation and user acceptance testing.
- Identify system errors and inefficiencies and recommend system modifications or enhancements.
- Resolve user complaints and serve as liaison between end users and IT staff.
- Conduct orientations and training programs, prepare user training manuals, and train staff on system usage and acceptable IT standards.
- Perform any other duties that may be assigned from time to time.

Requirements and Qualifications:

- MQA Level 5 or 6 Qualification in Computer Science / System Administration / Information Technology / Information security or other ICT related field with Minimum 02 years of experience in relevant field.

Other Competencies required:

- Good interpersonal skills and proven ability to work in a highly team-oriented environment.
- Strong commitment and willingness to work outside normal working hours if required.
- Ability to lead a team and work independently.
- A demonstrated passion for learning new technologies and strong will to explore.
- Resourcefulness and problem-solving aptitude.
- Time management skills and able to prioritize the tasks.
- Ability to work under pressure and deliver project objectives.

Added Advantages:

- Cyber security related certifications will be an added advantage.
- Resourcefulness and problem-solving aptitude.
- Knowledge of system security, cloud services and data backup/recovery.
- Solid understanding of Windows Server Administration.
- Solid understanding of TCP/IP protocols.
- Solid understanding of virtualized environments.
- Solid understanding of Linux Administration.
- Experience in VMs and Cloud Infrastructure.
- Experience in firewall and server administration.
- Experience in system security and data backup/recovery.
- Experience in the banking or financial services industry.

Salary & benefits:

- Competitive Salary Package
- Health Insurance as per Company policy
- Training and development opportunities

Working Hours:

- The selected applicant will be required to work from 0800 to 1600 on weekdays.

Documents required with the job application:

- Complete and up-to-date Curriculum Vitae (CV).
- Copy of National Identity Card.
- Copies of academic certificates with transcripts.
- **All international certificates must be accredited by MQA**
- Reference letters from current/ previous employers certifying types of employment, job roles, and service period.
- Recommendation letters from previous supervisors or employers (optional).



How to Apply:

- Required documents should be submitted using the link: <https://smedmv.aidaform.com/job-application-form-system-analyst> before **26th August 2026 14:00 hrs.**

Important notes for applicants:

- Incomplete applications will be rejected without further notice.
- Applications should be submitted only via the given link, applications received via email will be rejected.
- Only **short-listed candidates will be notified** for an interview.

For inquiries, please contact us on weekdays between 8:30 am to 14:00 pm via 1613 or email to careers@smedigital.mv