



POSITION: CHANGE ADMINISTRATOR

Main Responsibilities

- **Co-ordination of Software Changes**
 - ❖ Log changes in Application Release Automation (ARA) Solution
 - ❖ Keep track of the status of all changes
 - ❖ Ensure all supporting document is uploaded for implementation
 - ❖ Schedule testing timelines
 - ❖ Obtain pre – implementation signatures as indicated on the change document
 - ❖ Prepare deployment schedules
 - ❖ Authorise changes for implementation

- **Providing Support and compile reports**
 - User Support**
 - ❖ Communicate relevant status of changes to users
 - ❖ Attend to ad hoc enquiries from users
 - ❖ Arrange pre and post deployment meetings
 - ❖ Attend meetings

 - MIS Reporting**
 - ❖ Extract and distribute daily status reports
 - ❖ Compile monthly reports for management purposes

- **Scheduling and planning of releases**
 - ❖ Schedule planning sessions with development and testing teams
 - ❖ Facilitate business priority sessions and IT feedback sessions
 - ❖ Plan releases and allocate changes to releases

Skills/Experience Required

- 1 years working experience in IT environment in change or release environment
- 2 years working experience in the change or release management environment
- Presentation Skills
- Attention to detail
- Analytical Skills
- Negotiation Skills
- Planning Skills
- Organising Skills
- MS Office (Excel, Word, Crystal)
- Resilience
- Advanced Communication Skills (written & verbal)
- Results & deadline driven
- Relationship Management
- Conflict management
- Change lifecycle knowledge



- Knowledge and understanding of USD

Required Qualifications:

- Grade 12
- IT Change Management Certificate
- ITIL experience

The successful candidate requirements:

- Team player
- Strong communication skills
- Attention to detail and accuracy
- Initiative
- People skills
- High levels of professionalism
- Flexibility
- Punctuality
- Quick learner
- Have own reliable vehicle