

Senior System Analyst

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Company: SOS Trabajo

Location: Bogotá

Category: computer-and-mathematical

This role is responsible for the technical configuration, customization, and alignment of Jira with business processes. Focusing on analyzing system needs, the Systems Analyst will work closely with cross-functional teams to design and implement solutions. This includes creating custom workflows, fields, and dashboards, integrating plugins, and provisioning roles to align with organizational requirements. The position emphasizes technical expertise and a deep understanding of the functionality of Jira to ensure an optimized and streamlined user experience. If you know Jira and ITSM/Agile Practices, we encourage you to apply for this exciting opportunity.

Essential Duties and Responsibilities

Administer and configure Jira Software and Service Management according to organizational needs.

Customize workflows, fields, dashboards, and reports, and implement necessary plugins and integrations.

Define and manage user roles within Jira, collaborating with different teams to understand role requirements.

Stay updated on the latest Agile and ITSM practices, ensuring Jira aligns with these methodologies.

Collaborate with teams to implement and support Agile and ITSM practices within Jira.

Configure and maintain Jira Service Management aligned with IT service management best practices.

Work closely with service teams to understand their needs and tailor Jira Service Management accordingly.

Monitor and analyze system performance, implementing improvements to enhance user experience.

Implement and maintain security protocols within Jira to ensure data protection.

Ensure compliance with relevant regulations and standards.

Facilitate collaboration between development, QA, service management, and other teams to ensure Jira supports broader business goals.

Maintain detailed and up-to-date documentation of configurations, policies, and procedures.

Education

Bachelors degree in computer engineering, Computer Science, Industrial Engineering or Business Administration Master's Degree

Experience

Minimum four or more years of experience working with Jira Software and Jira Service Management, including customization and integration.

Knowledge or certifications of Agile methodologies and ITSM practices.

Familiarity with scripting languages like Groovy for workflow customization.

Strong analytical, problem-solving, and technical skills.

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