

A modern, open-plan office space with exposed brick walls and a high ceiling with visible ductwork and wooden beams. Several people are working at long wooden desks equipped with computers. In the foreground, there is a brown leather sofa with a potted plant on a small table next to it. Large windows on the right side provide natural light.

Case Study –Ecommerce Help Wanted

Dr. John Organ PhD
john.organ@setu.ie

The qualifications that the systems analysis team should be looking for when hiring their new ecommerce development team member should focus on interpersonal skills as well as technical skills.

The system development project is **NOT** analysing an existing business area

It does not have to focus on how the current system works or the problems present in the current system

This implies that the analysis team will have to do extensive work with the users to define the new system before writing any program code.

One of the primary qualities of the new analyst is to get along well with the other team members as well as users.

A second quality is the ability to learn new languages rather than know specific languages. Because this is a new project and the software used to develop ecommerce websites as well as the other systems needed to support ecommerce is rapidly changing

Ecommerce is much more than just building a website; it is important that the team members have some basic business understanding.

Team member skills that complement one another will help the team as it encounters project complexities and must draw on a broad base of experience and knowledge. Advantageous if the team members do not possess identical skills and competencies.

Good interpersonal and team player skills, good communication skills, curiosity, creativity, the ability to deal with stress and pressure, an understanding of how systems are put together, diagramming and design skills, and skills related to coding, testing, and debugging software.