JOB ANALYSIS TEMPLATE

ANALYSIS PERFORMED BY			
ANALYST NAME	Kwazi Bhani	**ANALYST TITLE**	Software Developer
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SUBMITTED TO	Mosima Leshika	**DATE COMPLETED**	15 January 2024

TASKS	
CORE WORK TASKS Identified by employer	Overseeing daily operations of the Internal Systems Department. Leading and managing a team of system administrators and support staff.
CORE WORK TASKS Identified by employer	Developing and implementing departmental policies and procedures. Ensuring compliance with relevant regulations and standards. Collaborating with other department heads to optimize internal processes and systems.
JOB-RELATED TASKS Identified during negotiation	Conducting performance evaluations for team members. Providing training and development opportunities for staff. Resolving escalated issues and conflicts within the department. Reporting departmental performance metrics to senior management.

PERFORMANCE OF TASKS

PHYSICAL DEMANDS		SENSORY/COMMUNICATION DEMANDS	
Lifting	Occasionally, when moving equipment or supplies.	Vision	Continuous, for reading reports and analyzing data.
Standing	Infrequently, during meetings or presentations.	Hearing	Continuous, for communication with team members and senior management.
Continuous Movement	Occasionally, within the office environment.	Speaking	Continuous, for leading meetings and discussions.
Rapid Movement	Occasionally, when addressing urgent issues or emergencies.	Judgment	Continuous, for making strategic decisions regarding departmental operations.
Walking	Occasionally, within the office environment.	**ACADEMIC DEMANDS**	
Climbing	Occasionally, within the office environment.	Reading	Continuous, for staying informed about industry trends and best practices.
Stooping	Occasionally, within the office environment.	Writing	Continuous, for preparing reports, emails, and documentation.
Crawling	None	Math	Occasionally, for analyzing financial data and budgeting.

JOB SUMMARY

The First Line Manager within the Cappayments, Internal Systems department is responsible for overseeing daily operations, managing a team of programmers, and ensuring productivity targets are met. This role involves coordinating workflow, providing guidance and support to the programming team, and resolving any operational issues that arise.

GENERAL STRENGTH / ENDURANCE REQUIREMENTS	Ability to remain composed and focused during high-pressure situations. Endurance to work long hours when necessary to meet deadlines.
PACE OF WORK	Fast-paced environment with frequent interruptions and changing priorities.
POTENTIALLY DANGEROUS JOB ASPECTS	Minimal, as the job primarily involves office-based tasks and management responsibilities.

CRITICALLY IMPORTANT JOB ASPECTS	Leadership and decision-making skills to effectively manage the department and achieve organizational goals.
PROBATIONARY PERIOD LEARNING CURVE ESTABLISHED	Yes, typically a 3-month probation period with ongoing training and evaluation.
WORKSITE CONSIDERATIONS Specific attire, safety equipment, etc.	Professional attire suitable for leadership role. Safety equipment not required.
TOOLS EMPLOYED	Project management software such as Asana or Trello. Communication tools like Slack or Microsoft Teams.
EQUIPMENT EMPLOYED	Desktop or laptop computer with necessary software installed. Office equipment such as printers and scanners.
MATERIALS EMPLOYED	Departmental policies and procedures manuals. Reports and documentation related to departmental operations.
JOB SPECIFIC TERMINOLOGY	Management principles and practices. Organizational development concepts. Regulatory compliance terms related to internal systems.
ENVIRONMENTAL WORK CONDITIONS DESCRIPTION	Indoor office environment with controlled temperature and lighting. Occasional travel may be required for meetings or conferences.

TRAINING STRATEGIES	
Who typically provides training to new hires?	Departmenent lead
Assigned Trainer name and availability	

Coworkers / Supervisors assigned to training and availability	
Description of Training Strategies	
Unwritten Rules specific to the position and/or setting	
Willingness of Coworkers / Supervisors to provide support	

WORKSITE CULTURE	
EMPLOYER'S CONCERN FOR QUALITY	High emphasis on quality assurance and compliance with industry standards.
EMPLOYER'S NEED FOR PRODUCTIVITY	Productivity is essential, with a focus on achieving departmental goals and objectives efficiently.
FLEXIBILITY / RIGIDITY OBSERVED	Flexibility in adapting to changing priorities and organizational needs.

DUTIES AND RESPONSIBILITIES	PERFORMANCE FREQUENCY	% of TIME
Departmental leadership and management	Daily	40
Team development and training	As needed	20
Policy development and implementation	Weekly	15
Collaboration with other departments	As needed	15
Reporting and performance evaluation	Monthly	10