**Job Description**

**Web Developer and System Analyst**

**Roles & Responsibilities**

* Provide application development and production support to the Web services.
* Participate as a programmer or lead depending on the scope of the task and duration.
* Develop the rules and procedures for issue resolution. Create a collaborative environment and work closely with business users to improve the system performance.
* Create functional and technical design documents for better understanding the processes.
* Take necessary measures to ensure that special events such as end term processing, financial year close, etc. are smoothly completed.
* Create configuration, blue prints, and other missing documentation to improve the existing processes.
* Recommend changes in development, maintenance and system standards.
* Review and audit process flows.
* Facilitate design review and sign-off sessions.
* Improve issue logging and tracking process.
* Create, design, and implement test plans, test scripts for various cycles of testing.
* Document test results for auditing purposes.
* Develop procedural guidelines to prioritize and escalate issue for resolution.