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PALLI KARMA-SAHAYAK FOUNDATION (PKSF)

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Terms of Reference (ToR) for System Analyst

1.0 Background

Palli Karma-Sahayak Foundation (PKSF), an apex development organization founded by the Government of Bangladesh, is mandated for poverty alleviation through sustainable employment generation by providing appropriate financing, skill training, and other necessary services. As a second-tier organization, PKSF implements all programs and projects through more than 200 of its Partner Organizations (POs) across the country. Extending diversified financial and non-financial services covering over 2 crores members using its and POs' digital network.

To strengthen data-driven planning and monitoring, PKSF is in the process of implementing a comprehensive Decision Support System (DSS) – an integrated systems platform. Through real-time dashboards, analytics, and reporting tools, the DSS will enhance evidence-based decision-making, transparency, accountability, and operational efficiency at all levels.

For the successful implementation of the DSS, PKSF intends to engage a qualified professional in the position of System Analyst. The incumbent will act as a crucial bridge between business stakeholders including software development firms and the technical team, ensuring that the DSS functionalities are aligned with business processes and user needs.

2.0 Name of the Position

System Analyst

3.0 Duty Station

The incumbent will be stationed in Dhaka. Occasional field visits may be required as per organizational needs.

4.0 Employment Duration

The appointment will be made initially for 04 (four) years, subject to annual renewal based on performance and dynamism.

5.0 Responsibilities and Tasks

The System Analyst will work under the Information Technology (IT) Department of PKSF and will be responsible for the following tasks (but not limited to):

- Analyze and interpret complex business processes and translate them into detailed system requirements aligned with PKSF's operational context.
- Model and document business processes using industry-standard notations such as BPMN or UML to visualize workflows and dependencies.
- Prepare comprehensive and detailed Software Requirements Specifications (SRS) capturing both functional and non-functional requirements.



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- iv. Develop clear and structured user stories, use cases, and other technical documentation to guide the development process.
- v. Lead and support initiatives on business process improvement and digital transformation to enhance system efficiency and effectiveness.
- vi. Develop DSS-specific functional and data-flow specifications that map program indicators and KPIs directly to digital dashboards.
- vii. Ensure that all system requirements, workflows, and process models are fully aligned with PKSF's Decision Support System (DSS) architecture, data structures, and reporting frameworks.
- viii. Manage and maintain requirements using recognized tools such as Jira, Confluence, or equivalent platforms for traceability and collaboration.
- ix. Apply appropriate software development life cycle (SDLC) and project management methodologies (Agile, Scrum, or Waterfall) during requirement analysis and documentation.
- x. Review and validate data models and ensure proper linkage with backend database design and SQL-based queries to support DSS functionalities.
- xi. Collaborate with developers to define and verify API integration, system interface requirements, and ERP interoperability standards.
- xii. Analyze reporting and data needs, supporting the design of business intelligence (BI) and analytics components within DSS.
- xiii. Incorporate business knowledge from financial, microfinance, and development sectors into functional system requirements.
- xiv. Ensure system processes adhere to relevant regulatory compliance and financial governance standards.
- xv. Participate in PKSF's digital transformation and cloud-based analysis initiatives, ensuring business alignment and sustainability.
- xvi. Promote and maintain principles of data governance, data quality, and master data management within the DSS ecosystem.
- xvii. Communicate effectively between business and technical teams to ensure shared understanding and smooth project execution.
- xviii. Facilitate stakeholder workshops, presentations, and training sessions to gather input and validate system requirements.
- xix. Conduct interviews and focus-group discussions for requirements elicitation, applying active listening and analytical interpretation.
- xx. Lead negotiation and consensus-building among stakeholders to resolve conflicts in requirements and priorities.
- xxi. Manage and coordinate with diverse stakeholders and vendor teams with cultural sensitivity and professional diplomacy.
- xxii. Provide leadership in managing cross-functional teams ensuring collaboration and alignment between business and technical streams.
- xxiii. Coordinate with external vendors and partners to ensure requirements are met, adding measurable business value.
- xxiv. Monitor and control requirement scope changes, ensuring proper impact analysis and documentation.
- xxv. Establish and maintain performance monitoring and continuous improvement practices for ongoing system enhancement.



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- xxvi. Maintain strong stakeholder relationships and ensure effective communication, documentation, and progress reporting throughout all phases.
- xxvii. Demonstrate adaptability and proactive response to changing priorities, emerging technologies, and evolving institutional needs.

6.0 Academic and other qualifications

- i. Candidates must have a Bachelor's degree in Computer Science/Computer Science & Engineering/Information Technology/Business Information Systems/ Bachelor of Science in Software Engineering from a recognized university.
- ii. Applicants must have at least two First Divisions/Classes or equivalent CGPA in their academic record.
 - a. Any Third Division/Class in any examination is not acceptable.
 - b. First Class will be determined based on the candidate's regular degree (considering the first three degrees only).
- iii. Preference will be given to candidates holding a relevant professional certification such as CBAP, PMI-PBA, IIBA-AAC, ITIL Foundation, or a recognized process improvement (Lean, Kaizen) certification

7.0 Experience & Required Skills

- i. Mandatory Experience and Required Competencies of the Candidate:
 - a. Candidates must have at least ten (10) years of proven experience as a System Analyst or Business Analyst in large-scale enterprise software development projects (after graduation full time work experiences will be counted).
 - b. Proficiency in requirements gathering techniques, stakeholder interviews, workshops, and process modeling using BPMN or UML.
 - c. Hands-on experience in managing and documenting software requirements for Agile, Scrum, or Waterfall development environments, using contemporary project-management and collaboration tools such as Jira, Confluence, or Microsoft DevOps.
- ii. Preference will be given to the candidates with experience in:
 - a. Sound understanding of enterprise information-system architecture, data-flow and process-integration principles, and database-driven application environments (preferably Java/Spring-based platforms).
 - b. Strong analytical and problem-solving skills with the ability to understand complex business processes and translate them into precise system and software requirements.
 - c. Ability to develop detailed Software Requirements Specifications (SRS), user stories, and use cases that support iterative and agile development approaches.
 - d. Experience in business process improvement, transformation initiatives, and workflow optimization.
 - e. Strong attention to detail and systematic approach to documenting business and functional requirements.
 - f. Experience in requirements traceability, validation, and change control throughout the project lifecycle.

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- g. Solid understanding of database concepts and SQL, with the ability to communicate effectively with technical teams.
- h. Familiarity with API concepts, system integration requirements, and testing tools for User Acceptance Testing (UAT).
- i. Experience in developing and managing enterprise software, ERP implementations, and system integration projects.
- j. Proficiency in requirements management, business process modeling, and documentation tools.
- k. Experience with wireframing and prototyping tools to visualize business processes and user interfaces.
- l. Working knowledge of CI/CD practices, SDLC methodologies, and software development concepts.
- m. Understanding of data governance, data quality, and data management principles.
- n. Familiarity with cloud-based solutions, digital transformation initiatives, and their business implications.
- o. Knowledge of business intelligence, reporting requirements, and data analysis techniques for decision support.
- p. Experience in the microfinance, development, or broader financial services sector, including understanding of regulatory and compliance requirements.
- q. Experience with vendor selection, capability assessment, and contract processes related to business systems.
- r. Exposure to emerging technologies and their practical applications in enterprise and financial

8.0 Age limit

Minimum 37 years on the last date of application.

9.0 Salary & other admissible benefits:

- i. Consolidated monthly salary will be BDT 200,000/- (Two Lac only)
- ii. Other admissible benefits (Annual Salary Increment, Festival Allowance, Bangla Noboborsho Allowance, Mobile Allowance, Group insurance, etc.) as per PKSF policies.
- iii. Salary and other admissible benefits (if any) are inclusive of all taxes as imposed by the Government of Bangladesh. All relevant Taxes will be deducted at sources as per the Government rules.

PKSF is an equal opportunity employer and seeks to employ and assign the best-qualified personnel for all of its positions in a manner that does not unlawfully discriminate against any person because of his/her specific identities, such as race, religion, gender, disability or any other status or characteristics protected by the laws of the country.