

# Role definition

Job title:	Business Systems Analyst (ERP)		
Reports to:	Business Systems Manager		
Direct reports:	-		
Business unit:	IT	Location:	-

## Summary

Provide day to day application support and analysis supporting the business through the design and implementation of change and the resolution of support activities. Responsibilities will focus primarily around the core finance and commercial systems.

## Key objectives *(4 maximum)*

- Provide day to day third line support and administration of core financial systems
- Support the change and development of core financial and commercial systems
- Work closely with the service desk towards issue resolution
- Provide assistance, support and consultancy to internal customers

## Principal responsibilities and accountabilities

- Administration of core financial systems, such as COINS, CVR, Ecommerce
- Ensure appropriate levels of governance are applied at all times
- Maintenance of core financial systems to ensure minimal disruption to the customer
- Application Support & Fault Analysis
- Management of change and assistance with implementation
- Key role in the planning and implementation of system upgrades
- Contribute to continual service improvement
- Development of bespoke reports, queries and interfaces to ancillary applications
- Application performance analysis
- Liaise closely with Morgan Sindall Group IT with regard to the provision of systems and supporting infrastructure
- Liaise with 3<sup>rd</sup> party vendors in the resolution of issues
- Contribute to the design and delivery of projects relating to core systems.
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# Person specification

## Qualifications and training

- ITIL Qualified

## Technical skills and experience

- Experience of COINS an advantage
- Experience of maintaining ERP and/or financial systems
- Experience within a 2<sup>nd</sup>/3<sup>rd</sup> line application support environment
- Experience in working across multiple application platforms
- Experience in any related IT technologies, both hardware and software
- Good financial knowledge with experience of financial processes
- Good spoken and written communication skills
- Good organisational and time management skills
- Strong analytical and problem-solving ability
- A high degree of accuracy and attention to detail
- Customer focussed
- Ability to work independently