

Role definition

Job title:	Junior Business Systems Analyst		
Reports to:	Business Systems Manager		
Direct reports:	-		
Business unit:	IT	Location:	Midlands

Summary

Provide day to day application support and analysis guiding 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

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

Principal responsibilities and accountabilities

- Administration of core financial systems, such as COINS, CVR, Ecommerce
- Ensure appropriate levels of governance are always applied
- Maintenance of core financial systems to ensure minimal disruption to the customer
- Application Support & Fault Analysis
- Manage change and assist 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 IT colleagues with regard to the provision of systems and supporting infrastructure
- Liaise with 3rd party vendors in the resolution of issues
- Contribute to the design and delivery of projects relating to core systems.

Person specification

Qualifications and training

- ITIL Qualified (preferred)

Technical skills and experience

- Experience of COINS an advantage (but training will be provided)
- Experience of maintaining ERP and/or financial systems (preferred)
- Experience within a 2nd/3rd line application support environment (preferred)
- 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