

Job Description

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| Job Title | Junior Business Systems Analyst, Digital |
| Reporting to | Director, Business Systems and Data |
| Purpose | Maintain, improve and support business systems and processes for NewFlex and related businesses sharing its platform |

| Key Responsibilities | Specific Tasks | Business Objective |
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| 1. Maintain and improve business systems | <p>Perform administration tasks on business systems including (but not limited to) TechnologyOne to ensure consistency with internal policies and procedures and vendor best-practice guidelines</p> <p>Support and monitor changes (including repairs, updates and upgrades) to business systems performed by internal teams or external vendors and, where necessary, mitigate any business impact in good time</p> <p>Help maintain all interfaces between business systems (including application programming interfaces and extract, transform and load procedures) to identify errors in code, structure or configuration</p> <p>Help maintain the health, security, capacity, usage and licensing (where applicable) of business systems</p> | Ensure optimal performance of business systems |
| 2. Maintain and improve processes related to business systems | <p>Deliver continuous improvements to business processes and workflows to increase efficiency, reduce manual intervention and limit the risk of human error</p> <p>Ensure close alignment of business processes with the availability of new features and functionality in business systems</p> | Ensure optimal efficiency of business processes |
| 3. Deliver support on business systems and processes | Provide technical support and advice using established solutions and knowledge or independent research | Provide a single point of contact for users seeking technical support and advice that meets service level commitments and quality standards |

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| | <p>Resolve or escalate incidents, requests and complaints to relevant vendors according to service level agreements</p> <p>Maintain concurrent communication with affected users and vendors</p> <p>Undertake regular site visits to deliver on-premises support, advice and training to remote users on a schedule commensurate with business or user profile</p> <p>Deliver a comprehensive technical induction process for new users of business systems</p> <p>Deliver regular refresher training sessions and workshops for existing users of business systems</p> | |
| <p>4. Maintain access rights, documentation and other electronic and physical records</p> | <p>Perform user administration tasks on business systems in line with security principles and in response to joiners, leavers and/or changes in roles/responsibilities</p> <p>Help perform regular audits of access rights and privileges</p> <p>Help perform regular audits of electronic and physical records</p> <p>Help maintain effective internal documentation on business systems and processes including user manuals, training materials and knowledge bases</p> | <p>Ensure accuracy of information and compliance with agreements and regulations</p> |

Candidate Profile

| Element | Essential | Desirable |
|--------------------------|---|---|
| Skills | <p>Proven skills in programming business systems</p> <p>Proven skills in creating and customising reports from business systems</p> <p>Excellent communication skills</p> <p>Excellent analytical skills</p> <p>Good administrative skills</p> <p>Good at prioritising and organising own workload</p> <p>Good interpersonal skills</p> | |
| Qualities | <p>Able to communicate effectively with people of varying technical proficiency</p> <p>Self-motivated and confident</p> <p>Able to work on own initiative and as part of a team</p> <p>Willing to work additional hours occasionally</p> | |
| Knowledge and Experience | <p>Proven experience in developing, maintaining and supporting business systems and processes</p> <p>Proven experience of creating and customising extract, transform and load procedures in business systems</p> <p>Experience of integrating business systems and databases</p> | <p>Experience of market-leading applications used for data analysis and business intelligence</p> <p>Experience of market-leading database systems and related query languages including SQL</p> <p>Familiarity with technical problems relating to other business systems and their solutions or workarounds</p> |
| Qualifications | <p>Graduate/post-graduate or equivalent in accountancy, computing or other related subject</p> | |

Conditions and Remuneration

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| Starting salary | Competitive |
| Benefits | Newable Benefits Package |

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| Hours | 0930 to 1730 Monday to Friday |
| Location | Newable, 140 Aldersgate Street, London, EC1A 4HY |
| Holidays | 25 days per annum |

Newable is committed to equal opportunities for all, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation, or any other protected grounds. Disabled people who meet all of the essential criteria will be invited to interview.