Business Systems Support & Data Analyst   **9th Jan 2019**

Client

Sigma 3 (Kitchens) Ltd – Established in 1975, Sigma 3 is a leading manufacturer and retailer of quality kitchens & bedrooms with showrooms across Wales & England. We serve a large number of independent trade and builder accounts and pride ourselves in a quality product and a quality service.

We are looking for a Business Systems Support & Data Analyst to assist with our new ERP implementation.

We are transforming the way we work, building on the best of being a family company while also creating more defined processes, clearer roles, and greater cross-functional collaboration. We have a fast-paced environment where everyone can flourish and enjoy what they do, knowing they are contributing to an important purpose through values of Performance, Ambition, Collaboration and Trust. Our vision is to nurture and even more open, collaborative and creative environment where the people closest to the business make decisions, are trusted to accomplish the objectives agreed and supported by effective and inspirational leadership.

About the Role

As our Business Systems Support & Data Analyst you will be working on the development, support and maintenance of our new company wide ERP system implementation and for the provision of a first-class business systems support service; with a proactive customer and business focus.

In addition, you will be responsible for delivering the transformation of data from our outgoing ERP solution and other business systems into our new IFS Apps 9 solution.

The role will report to the Business Systems & IT Director.

Person Specification

Task Management
- Is methodical and detail conscious
- Is able to explain customer needs and priorities to help influence internal and external resources to prioritise tasks appropriately
- Communicates progress to all stakeholders
- Escalates issues as required
- Is customer service orientated

Communication
- Communicates clearly and in a structured way – both written and verbal
- Listens to customer needs and issues
- Can translate customer's needs expressed in business language into technical requirements for solution design documentation, business process development or 3rd party support
- Superior interpersonal skills and ability to collaborate actively and work in a team environment

Technical Understanding
- Experienced SQL & PL/SQL scripting
- Experienced in data migration and transformation
- Experience of working with ERP solutions preferable IFS or Oracle based solutions
- Understanding of database management system (DBMS)
- Good MS Excel Skills
- Working knowledge of Crystal Reports
- Understands the principles of XML / XSLT

Problem Solving
- Is analytical and able to thoroughly investigate application problems as reported
- Can identify root causes to problems and engage other 3rd party application support resources to ensure that both symptoms and causes are tackled
- Can methodically document problems to enable other resources to resolve those problems where skills outside the job holders remit are required.

Teamwork
- Is a team player and works well with colleagues.
- Acknowledges and appreciates each team member's contribution

Internal Customer Management
- Is always customer service orientated
- Develops relationships with key personnel that foster collaborative working.
- Keeps customers informed of progress at all times
- Manages expectations effectively – communicate bad news as well as good news effectively

Work Approach
- Able to work on multiple tasks simultaneously
- Able to set and apply the business' priorities as and when needed and work on the appropriate tasks
- Able to work collaboratively
- Ability to demonstrate progress throughout every phase of a project

Rewards
- Salary based on experience from £30,000 to £40,000
- Up to 25 days' holiday, plus Bank Holidays
- Pension
- PHI (this is an incapacity benefit)
- Life insurance