

POLYPIPE

VACANCY

BUSINESS SYSTEMS ANALYST

We are currently looking to recruit a Business Systems Analyst to work within the group's IS Department based at our Broomhouse Lane Site. The role is responsible for providing daily BA support to the end users of our business systems (IFS Apps 9 and peripheral systems), as well as gathering and interpreting requirements from the business units.

The role will involve:

- Seeking effective solutions to business operational improvement requirements by means of Information Technology and Systems. That is, understanding business operational processes and interpreting them into functional system requirements.
- Defining and implementing security requirements using permissions and profiles, based on an excellent understanding of operational business roles.
- Providing application support to end users (2nd line business systems support), responding to incidents and requests that are logged in line with pre-defined SLAs.
- Resolving end user issues through a structured approach to root cause analysis and investigation.
- Providing data management (quality assurance, maintenance and setup) support to the Data Administrator in the team.
- Acting as a liaison with colleagues at all levels across diverse business departments.
- Collaborating with the support teams of external software, hardware and service providers to achieve results and find solutions.
- Producing both technical and end user documentation for the business systems.
- Providing effective training to end users of the business systems, where appropriate, to enable users to become more self-sufficient/self-reliant.
- Travelling, as and when appropriate, to other UK sites to work directly with end users.

The ideal candidate will also have experience of and be able to demonstrate the following skills:

- Profound knowledge of the functionality of ERP business systems (preferably IFS).
- Basic technical troubleshooting skills around extended servers, e.g. print servers.
- Profound knowledge of operational business processes end to end (CRM, sales, purchasing, manufacturing, Supply Chain, financials, etc).
- Data management skills.
- Basic reporting skills, including SQL query and Crystal reports.
- Process documentation writing skills.

- End user training skills.
- Advanced skill levels with full Microsoft Office Suite.
- Business analyst techniques, including process mapping/modelling, interviewing, and workshop moderation.
- Knowledge of IT professional standards (ITIL).
- Excellent oral and written communication skills.
- Problem-solving and analytical skills.
- Ability to work autonomously to prioritise and resolve issues.
- Strong teamwork skills.
- End user/customer focus.
- Valid full UK Driving Licence.

Hours of work are Monday to Friday from 9:00am – 5:00pm with a half hour unpaid break

Please apply in writing including a current CV to:
Kelly White, Group IS Business Systems Manager, Polypipe Ltd, Broomhouse Lane,
Edlington, Doncaster, DN12 1ES or via email: Kelly.white@polypipe.com

Closing date: 21st May, 2018

Polypipe operate an Equal Opportunities Policy

