



POSITION DESCRIPTION

POSITION TITLE : IT Application Manager/K2016

DEPARTMENT : IT

CLASSIFICATION APPROVED BY : HRD

REPORTING RELATIONSHIPS

POSITION REPORTS TO : Group IT Manager

POSITIONS SUPERVISED : 2-5

POSITION PURPOSE

To provide solutions to the business pertaining to IT

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Understand end-to-end business process, business issues & Data challenges
- Identify process strengths and suggest areas of improvement
- Manage business expectations, review & edit requirements, specs, processes and provide recommendations on solutions
- Lead testing efforts and communicates needed changes to Dev team / CAB (as required)
- Facilitate IT & Business meetings
- Deliver well-organized presentations related to new, changed processes, functionalities, plans, benefits etc.
- Generates enthusiasm among team & business, seek opportunities to serve in leadership roles
- Mentor new business team members on project through knowledge transition, informal info sharing etc.
- Follow the process within project, IT and business
- Build & Track project KPI w.r.t business KPI
- Review AS-IS & propose efficient TO-BE processes

PERSONAL CHARACTERISTICS:

- Good communication skills
- Self motivated
- Flexible
- Team player
- Honest
- Problem solver

PERFORMANCE MEASUREMENTS

- Number of functional problems identified during testing
- Number of issues faced after process rolled out
- Process compliance in business
 - Training success
 - Auditing success
- User feedback
- Completion of projects / tasks on time
- Number of solutions implemented successfully



QUALIFICATIONS\REQUIREMENTS:

- Bachelor's degree preferred
- 2 – 4 years of experience as business user / responsible
- Proven track record on performance
 - Cost saving
 - Process development / improvement
- Experience in business analysis / worked in different business teams (in Retail Domain)
- Expertise on Retail ERP systems.
- Project Management skills
- Good understanding of Retail business

COMPETENCY REQUIREMENTS

The following are the key competencies that will be required to complete this job effectively. Along side each competency is the Level at which it is expected to be demonstrated

(Refer to KOJ Competency Dictionary for a detailed breakdown of your competency requirements)

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|--------------------------|-----|
| • Drive for Results | - 3 |
| • Customer Focus | - 3 |
| • Integrity and Trust | - 3 |
| • Problem Solving | - 3 |
| • Managing Relationships | - 3 |
| • Job Knowledge | - 3 |
| • Interpersonal Skills | - 3 |
| • Valuing Diversity | - 3 |

Department Head:

Employee: