



POSITION DESCRIPTION

POSITION TITLE : System Analyst/K3010

DEPARTMENT : IT

CLASSIFICATION APPROVED BY : HRD

REPORTING RELATIONSHIPS

POSITION REPORTS TO : IT Project Manager/IT Service Manager/ IT Application Manager

POSITIONS SUPERVISED : 1-5

POSITION PURPOSE

- Support KOJ users on their technical queries and issues (Level 2)
- Identify the repeated issues and solve it permanently
- Recommend improvements and develop process documents
- Manage business applications (App. Support Team)
- Manage corporate network and Infrastructure (Sys. Admin Team)
- Be part of IT Projects
- Develop Solutions [Ad-hoc queries, reports, add-on software] (App. Support team)
- Identify right solutions (hardware, software, process) for supporting the business
- Support business by creating Promotions, Pricing and manage Central Information(CIMO)

ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Accurately Log the call in Service Desk Application
- Support users on their queries and technical issues within SLA
- Work closely with Level 1 team to close the tickets within agreed SLA
- Recommend and develop process improvements, which support the business growth.
- Participate in IT projects and complete the tasks on time
- Update the project status in EPM and Task status in Service Desk.
- Follow the process and procedures within IT and KOJ
- Smooth flow of data between systems (Ho → Warehouse , HO → Store and vice versa)

App Support Team

- Monitor and Manage corporate applications
- Alert the business on process issues, training requirements
- Make sure the IT applications are available according to the SLA
- Monitor the data growth, trend analysis and recommend improvement plans
- Develop ad-hoc reports, scripts and add-on software for the business needs.

System Admin Team

- Monitor and Manage corporate network and Infrastructure
- Alert the business on process issues, training requirements
- Make sure the network and infrastructures are available according to the SLA
- Develop and implement corporate security policies and monitor the security compliances.
- Monitor the data growth, trend analysis and recommend improvement plans



CIMO

- Configure the price change and promotions
- Recommend process improvements (Document and publish, Train the users and community)
- Monitor the data accuracy in Central system (Hierarchy, Pricing)
- Monitor the Sales Audit and correct the errors
- Prepare and submit the Management reporting

PERSONAL CHARACTERISTICS:

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

PERFORMANCE MEASUREMENTS

- Accuracy in call logging
- Number of tickets closed and resolved
- Number of solutions / user guide / FAQ developed
- Customer Feedback
- Completion of projects / tasks on time
- Solution developed (Problem Solving with root cause analysis)
- Number of changes implemented successfully
- Application Availability
- Network & Infrastructure availability
- Data Center Availability
- Number of promotions configured and successful
- Accuracy of data (data integrity between systems)

QUALIFICATIONS\REQUIREMENTS:

- Bachelor's degree preferred
- 1 – 2 years of experience as system analyst

App Support Team

- Experience in system analysis and design
- Experience in managing multiple applications
- Supporting users on the ORACLE ERP environment will be an added advantage
- Experience in application development

System Admin Team

- Good knowledge of networking and concepts
- Working experience of managing corporate email system
- Working experience of managing corporate network and infrastructure
- Certified in System administration (SUN Solaris, MCSE)
- Certified in networking (CCNA)

CIMO

- Working experience of Management reporting
- Good understanding of Retail business
- Experience of handling promotions, pricing mechanisms



COMPETENCY REQUIREMENTS

The following are the key competencies that will be required to complete this job effectively. Alongside 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)

- Drive for Results - 2
- Integrity and Trust - 3
- Priority Setting / Time Management - 3
- Job Knowledge - 3
- Problem Solving - 3
- Interpersonal Skills - 2
- Valuing Diversity - 3

Department Head:

Employee: