JOB TITLE: IT Analyst -1, Application Services – Supply Chain and Commercial

SUMMARY:
Reporting to the Sr. Manager of Supply Chain and Commercial applications, the Analyst will provide primary support for assigned applications in the IT portfolio. Analyst is responsible for resolving incident management on a day to day basis. This includes working with vendors, team members as well resources in entire IT. Ability to interact on a technical level with external vendors and outsourced resources is essential for success in this role. Role ensures system stability is maintained through root cause analysis and remediation to avert re-occurrence of issues.

Analyst will ensure the highest availability of systems to the business through proactive actions. Ensures systems are running on current patch level/version. Analyst is also responsible for proactively reviewing and making recommendations on planned upgrades and preventive maintenance for applications. Working closely with key application business owners, SMEs, IT Infrastructure, and external hosting partners is essential to success in this role.

The successful candidate will enable systems stability and increased uptime of applications to the business while applying sustainable application maintenance measures.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Responsible for resolving and monitoring incidents and reducing tickets backlog for assigned applications in the portfolio.
- Responsible for meeting established service level agreements by criticality of applications
- Contributes to effective problem management to solve the root cause of outages through effective problem management.
- Responsible for completion of PBI documentation associated with Problem Management
- Provide a high level of technical expertise in remediation of incidents.
- Ensures adherence to application delivery/change process on all fixes. Works effectively with change management team to adhere to the process.
- Participates as required in Disaster Recovery planning and execution on an on-going basis.

SCOPE OF POSITION RESPONSIBILITIES:

For Funds, Costs or Profits:
None
For Supervision:
Will be responsible for coordinating activities of internal/external technical resources

For Internal and External Relationships:
Internal: Frequently interacts with IT and business side personnel of all levels.
External: Interacts with vendors regularly maintaining working relationships and providing input on performance.

For Organization Influence:
With excellent interpersonal skills and communication ability the job holder must win the confidence of individuals at all levels, both inside and outside of the group, to foster teamwork and vision for the growth of the organization.

An analytical mindset, the successful candidate will have the capacity to isolate and quickly identify cause of issues whether functional or technical based and help delivery teams focus to proactively review and implement patches and upgrades as well as the day-to-day tactics that are necessary for success.

The successful candidate will not hesitate to “get into the fray” in an active way, and will both champion ideas and accept disagreement with maturity and with the good of the business at heart.

LIMITS OF AUTHORITY:
The individual is responsible for providing services for successful support of delivery applications.

PLACE IN ORGANIZATION:

Sr. Manager, Supply Chain Applications- Application Services

IT Analyst- 1, Application Services

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION & EXPERIENCE:
• Bachelor’s degree in computer science, engineering, or information systems is desired.
• 3+ years of related experience in technical application support. Fresh Graduate are with appetite to learn and develop their carrier are also encouraged to apply
• Familiarity with ITIL foundation process is required. Proficient in Incident, Problem and Change management aspects.
• Service Now or similar IT service management tool experience is desired.
• Prior experience as a technical support engineer is required to ensure the candidate has hands on experience delivering support.
• Must be capable of providing support services in Global environment with geographically distributed users and teams
• Must have experience in providing support services through working with outsourced teams
• Maintain knowledge of technical developments, staying informed as to industry practices, knowing how to apply relevant technical processes to appropriate business needs.
• Strong English language skills required
• Application support in a FDA regulated environment is highly desired.

CRITICAL SKILLS REQUIRED:

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Communication & Influencing: The job holder must clearly convey information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message. This individual must have excellent interpersonal skills and influencing ability who can win the confidence of individuals across different groups both inside and outside of the organization.

Teamwork: An individual who can work effectively in a collaborative environment and foster teamwork with their peer group, their team and with business / functional leaders. Job holder must be comfortable with working in an environment with influence without authority.

Technical Expertise: The job holder must have a background in successful information technology systems support associated with their functional area. Technology expertise includes MS SQL Server, Oracle PL/SQL, .NET, IIS, Java, Apache Tomcat, SSIS, and HTML5. Nice to have expertise in Microsoft Dynamics CRM, Label Management software “Priysm”

Business Acumen: The job holder should possess strong analytical and problem solving skills and able to develop a broad understanding of business process and operations.

KEY COMPETENCIES:

• Decision Making. Obtains information and identifies key issues and relationships relevant to specific goals; commits to a course of action to accomplish goals after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values. Escalates decisions to next level where resolution cannot be found.
• Building Working Relationships. Developing and using collaborative relationships to facilitate the accomplishment of work goals. Consultative in approach.
• Improvement Focused. Thinks creatively outside the usual boundaries; questions the status quo; initiatives, drives and manages new ideas to achieve the IT vision and goals.
• Gaining Commitment. Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans; modifying one's own behavior to accommodate tasks, situations, and individuals involved.
• **Successful Team member.** Supports and works effectively with others, internally and externally, to achieve common goals and objectives. Using appropriate methods and a flexible interpersonal style to help with the completion of team goals.

• **Customer Focus.** Making customers and their needs a primary focus of one’s actions; developing and sustaining productive customer relationships. Passionate about service delivery and meeting the demands of the customer.

• **Planning and Organizing.** Establishing courses of action for self and others (where appropriate) to ensure work is completed efficiently.

• **Brand Values.** Embraces and supports the Company’s brand values of Performance, Innovation & Trust.

**COMPUTER SKILLS:**

• Must be proficient with the use of Microsoft Office Suite (Outlook, Word, Excel, Access, PowerPoint, MS Project, Visio).

**PHYSICAL DEMANDS:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.