

## **SENIOR ICT OFFICER (SYSTEM ANALYST), JG 4 - 1 POST (KPC/ADVT/09/2017)**

Responsible for the capture and analysis of new business requirements, design, configuration and testing of new and enhanced functionality within the SAP ERP environment including process improvement and configuring SAP business rules, master data maintenance, sap roles maintenance and user support. Facilitate interaction with other Departments on issues of SAP.

### **Key Responsibilities: -**

- Analyze and document business processes with a view of continuous improvement. Configure, test and analyze SAP IMG to implement the business processes.
- Develop and maintain roles related to all SAP modules and advise SAP Basis administrators on assignment of such roles in conformance to accepted security standards.
- Day to day operational activities including supporting transaction processing, system security reviews, resolving problems and incidents, develop and maintain new reports in SAP.
- Develop and advise the head of department on new business processes which can be used to improve performance and increase efficiency. Test the processes, make presentations and implement the proposed processes.
- Advise business unit leaders on how their business processes can be improved using the emerging technology and changed business knowledge and the operating environment.
- Training and supporting staff on new and the changed business processes to ensure improved performance and efficiency.
- Manage or assist in the management of small to medium sized projects, including the planning, development and implementation and reporting of project status.
- In collaboration with user departments, assist in the definition of new business requirements, objectives, deliverables and development and documentation of software specifications in accordance system development standards.
- Increase deployed systems' utilization by developing user manuals and guidelines, training end users to operate new or modified programs.
- Integrating internal (within KPC) and external (without KPC) systems to offer an integrated enterprise information system.
- Provide proper cross functional communication with other key users, contractors/consultants, process owners and user departments to improve process efficiency.
- Logging of emerging system issues with a view to sorting out or forwarding them to the implementing agency.
- Roles' testing, cleaning and checking excess authorization or unauthorized across functional modules conflicts so as to safeguard system abuse.

### **Key Qualifications & Experiences**

- Bachelor of Science degree in IT, Computer Science, Information Systems, Business Management IT, Business IT or equivalent
- (Minimum six (6) years post qualification experience in business analysis and ERP implementation
- Certification in any SAP module or equivalent ERP module is mandatory □  
Membership to a relevant professional body is added advantage.

### **Key competencies:**

- Completed at least one full cycle implementation of ERP systems.
- A detailed understanding of business processes with specialization in any of the SAP modules.
- Understanding of cross module integration points will be an added advantage.
- Strong analytical and troubleshooting skills.
- Demonstrated ability to resolving SAP issues as well as integration issues.
- Knowledge and experience of customizing in SAP R/3.
- Change Management and good communication skills.
- Be honest, dependable and observe high standards of integrity at all times.