

## Business Systems Analyst - Service Assurance Management

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|---------------------------|--|-----------------------|
| <b>Job Title</b>          | <b>Business Systems Analyst</b>          |                       |
| <b>Division</b>           | <b>Support Services Division</b>         |                       |
| <b>Department</b>         | <b>Service Assurance Management</b>      |                       |
| <b>Section</b>            | <b>Service Assurance Management</b>      |                       |
| <b>Location</b>           | <b>SMSA Support Services</b>             | <b>Direct Reports</b> |
| <b>Reports To</b>         | <b>National Manager - SDC Operations</b> |                       |
| <b>External Relations</b> | <b>Any related external relations</b>    |                       |
| <b>Internal Relations</b> | <b>All related department</b>            |                       |

### **Basic Function**

Oversee the analysis, development of a department's business operations and act as a bridge between business strategy and technical operations. Fully understand, drive, promote SMSA vision, culture, and values.

### **KEY Responsibilities**

#### **Core**

- Identifying challenges within the department, then implementing certain procedures and processes to overcome them.
- Strongly developed problem-solving skills.
- Upgrading, troubleshooting, implementing new hardware plans.
- Designs new process by analyzing requirements; constructing workflow charts and diagrams; studying system capabilities; writing specifications.
- Reviews & analyzes service trend, researching & focusing on the root cause of failures and advising corrective actions to avoid future occurrences.
- Identify potential problems, trends & communicate with concerned team to avoid service impact & improve customer's experience.
- Educate workforce on service-related procedures, scanning scenarios, exceptions handling and updating them on changes to any of these procedures.
- Participate in the development of department schedules, policies & procedures and suggest modifications.
- Assisting setting up SDC in other countries.
- Create custom reports and generates standard reports for management and staff.
- Provide periodic actual and analytical reports to Management.
- Additional assignments as instructed by National Manager - SDC Operations.

#### **EHS**

- Understand and adhere to the company's environmental and safety policies.

- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices.

## Competencies - Professional and Technical

### Behavioral Competencies

|                     |         |
|---------------------|---------|
| Adaptability        | Level 1 |
| Analytical Thinking | Level 1 |
| Conflict Management | Level 2 |
| Initiative          | Level 2 |

### Technical Competencies

|  |              |
|--|--------------|
| Learning & Development Knowledge   | Intermediate |
| MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge                        | Intermediate |
| SMSA System (CORE, ERP, SDM, SAM, INFINITY, SPOT, POS, Sibel, Courier application, e | Intermediate |

### Competencies – EHS

|   |
|---|
| Knowledge of basic environment health and safety requirements |
| EHS corporate objectives awareness                            |
| Awareness of EHS requirements in the QEHS management systems  |
| Have attended EHS awareness training (if applicable)          |
| Awareness of Environment Health Safety incident reporting     |

### Organizational Competencies

Intermediate

\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

### Decision Making

Support high management for new project.  
Solving any issues relating SDC department as limited by authority

### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

### Qualification : Education and Experience

Bachelor's Degree (Preferred specialization in their field of work).( Those in finance/ accounting jobs must be a CPA or equivalent. & or Any specialized positions like Pharmacist,Brand Advisor etc.must have degree in their specific field),Post graduate degree an advantage. At least four (4) years of relevant work experience, 2 years of which should be in Supervisory capacity, preferably in the same industry.

or

Diploma, certificate courses with over 4 years industry experience of which at least 2 years has been in Level-05 position

or

Diploma, certificate courses with over 5 years industry experience of which at least 2 years has been in Level-04 position

\*Note: Industry Experience wherever its applicable

Date Of Release

| Prepared By: | Reviewed by: | Approved by: | Endorsed by: |
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| <b>Updated by:</b>    | <b>Date:</b> | <b>Approved by:</b> | <b>Date:</b> |
|                       |              |                     |              |
| <b>Employee Name:</b> |              |                     |              |
|                       |              |                     |              |

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

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|-------------------|--------------|
| <b>Signature:</b> | <b>Date:</b> |
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