

Business Systems Analyst - Service Assurance Management

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

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
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

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
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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
<i>*Note: Industry Experience wherever its applicable</i>

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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Updated by:	Date:	Approved by:	Date:

Employee Name:

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.

Signature:	Date: