

Role Profile

Job Title: Junior Software Support Analyst
Department: IT
Reports To: Head of Systems Solutions
Ref: Ref-232, V1 – 22 June 2022

Role Overview

The Junior Software Support Analyst will join the existing IT Team responsible for the standardization, development and implementation of group IT Business Systems in alignment with business requirements and our ERP provider. The key objective of this position is to provide software implementation and support for IT & Business Systems related projects.

Main Duties

- Work closely with specific departments, to ensure our business system capabilities are fully exploited and provide added value to the business
- Assist with onsite implementation and deployment of new business systems at group locations
- Provide 2nd level software support for all IT Business Systems within his/her remit
- Assist with onsite upgrade and maintenance of existing systems at group locations
- Develop business systems documentation and user training materials as required
- Act as contact point between system provider and business systems champions
- Work closely with other IT resources to ensure all systems add value across the business

This is not an exhaustive list and is subject to change and amendment.

Competencies to perform the role

- Excellent interpersonal and communication skills including ability to explain technical issues in layman's terms. Includes both oral and written communication skills
- Ability to learn, understand and support new applications
- Ability to multi-task and work as part of a busy team
- Self-motivated, results focused and eager to learn
- Strong analytical & problem-solving skills
- Good understanding of standard business & financial processes

Experience and Qualifications

Essential

- Third level qualification in Business & Information Technology

Desirable

- Previous experience of Customer Service / Support in an application support environment
- Previous experience working in FMCG environment

- Previous experience of Prophet PR3, T-SQL and SQL Management Tools

Other significant role requirements

- Job is located at Monaghan Group Head Office, Tyholland, Co. Monaghan
- Some travel to other Monaghan Group sites may be necessary
- Application support, outside of normal working hours may be required to ensure business continuity

Performing the role in line with the Monaghan Cultural Values:

1. We do the right thing: We use this philosophy to drive every aspect of our business, from product, to process to people
2. Forward Thinking: We think ahead and we think for the long term
3. Down to Earth: We understand the importance of communicating our discoveries in a straightforward way
4. Inspiring: We seek out new ways to excite and inspire each other
5. Egalitarian: We have always been grounded in the belief that everyone is equal. That everyone deserves an equal chance to speak, be heard and make an impact

Employee Signature _____ **Date** _____