

Role Profile

Job Title: Junior Business Systems Analyst
Department: IT
Reports To: Head of Systems Solutions
Ref: Ref-238, V1 – 11 August 2022

Role Overview

The key objective of this position is to provide software implementation and support for IT & Business Systems related projects

Main Duties

- 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
- 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

Experience and Qualifications

Essential

- 3rd level qualification
- Strong analytical & problem-solving skills
- Excellent verbal and written communication skills, including ability to explain issues in layman's terms
- Ability to multi-task and work as part of a busy team
- Ability to learn, understand and support new applications
- Self-motivated, results focused and eager to learn

Desirable but not essential

- Previous experience of Customer Service / Support in an application support environment
- Previous experience working in FMCG environment
- Previous experience of T-SQL, VB Script, or ERP solutions
- Good understanding of standard business & financial processes

Other information on the role

- Job is located at Monaghan Mushrooms Head Office, Monaghan
- Training & support will be provided to the successful candidate
- Some travel to other Monaghan sites may be necessary
- Application support, outside normal working hours may be required to ensure business continuity
- The above accountabilities are not exhaustive and you may be required at the company's discretion to undertake other duties from time to time

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** _____