

Business Systems and Reporting Administrator

Job title: Business Systems and Reporting Administrator

Function: Installing, supporting, configuring, maintaining, and upgrading internal systems and reports.
Create, manage and maintain customer integrations and reports.
Monitoring system performance and troubleshooting issues.
Ensuring security and efficiency of Business systems.
Providing first class support, advise and assistance to Towers internal and external userbase.

Lines of Communication:

- Upwards – Head of IT
- Laterally – Networks & Systems Administrator

Responsibilities:

- To – Head of IT

Hours of work:

- Monday-Friday 08:00am-05:00pm

Duties:

1. Resolve problems reported by end user.
2. Logging, monitoring, and updating tickets on the Incident Management System.
3. Manage and configure software and hardware.
4. Set up accounts and access permissions.
5. Create and update Qlik/SQL/ODBC reports.
6. Create, manage and maintain customer integrations.
7. Monitor performance and maintain systems according to requirements.
8. Troubleshoot issues and outages.
9. Ensure security through access controls, backups, and training.
10. Upgrade/Test systems with new releases and models
11. Develop expertise to train staff on new technologies.
12. Create and maintain technical documentation, manuals, and IT policies.
13. Liaise with third party support companies where necessary to support where needed.
14. Provide cover for Network Administrator where required.



Personal Attributes:

- Resourcefulness and problem-solving aptitude
- Excellent communication skills
- Proven experience as a Business System Administrator or similar role
- Hands on experience with MySQL, ODBC, Qlik & Jaspersoft
- Knowledge of best practices around management, control, and monitoring of system access and reporting
- Familiarity with various business systems and platforms
- Great at organising, prioritising, and multitasking.
- Supporting our remote warehouse locations so a full driving licence is a must.
- Occasional out of hours work will be required so a flexible approach will be required. Where possible this will be proactively arranged to fit in with personal arrangements

Business Focus

Meeting business needs:	Provide support to the IT team. Supporting, maintaining, writing and managing our business systems and reporting
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People Focus

Managing relationships:	Build and maintain prosperous relationships with employees, internal/external clients and service providers
Developing people:	Promote a culture of continuous improvement and self-development

Personal Focus

Self-Control:	Perform effectively and act with the upmost professionalism at all times, remain calm even during the most challenging of circumstances
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Change Focus

Adaptability:	Responds positively to the changing needs of the business and its clients by adapting behaviour to maintain effective performance.
Innovation:	Encourage new ideas and support implementation



Analytical Focus

Forward Planning:	Prepare plans, anticipate possible demands and outcomes, and prioritise appropriately.
Decision Making	Make timely and balanced decisions based on available information and experience, seeks support from peers and senior staff members.

Quality Focus

Initiative:	Identify areas of opportunity ensuring the necessary corrective action is taken before problems arise
Integrity:	Promote team values, demonstrate the highest level of respect, humility, honest and integrity and all times

Desirable Skills:

- Knowledge of the following systems, or similar, and their application would be desirable.
- SQL/MySQL
- QlikView & Qlik Sense
- SugarCRM
- Perfion
- Excel/VBA/ODBC
- ERP
- Jaspersoft
- ETL experience

Last updated: January 2023

