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**Person Specification**

**Job Title:** Business Services Systems Analyst

(SAP – BASIS)

**Service:** ICT Service

**Role Profile reference:** RT5

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| **Essential Requirements**  | **Method of Assessment** |
| **Skills/Knowledge and Ability*** Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information.
* Able to effectively use a PC to prepare documents, record information and input data.
* Proven ability and experience in designing solutions within areas of technical expertise that take into account the long term requirements of the business and consider any interoperability with other technical areas
* Excellent and proven troubleshooting skills that evidence a good general understanding of own technical areas.
* Ability to mentor and coach team members
* Ability to make effective decisions which balance competing objectives and resources.
* Ability to develop strategies for ensuring the security of IT systems and data
* Be able to provide excellent customer service by being able to delight customers, and deliver high quality tailored services to meet needs and exceed expectations.
* Able to critically evaluate information.
* Able to be innovative and creative in working through problems and making decisions.
* Able to make decisions and reach conclusions.
* Be able to adapt behaviour to suit the situation or customer.
 | Application Form/Interview |
| **Experience / Education / Training**Good level of knowledge and significant period of relevant work experience of a minimum of 3 years in respect of: SAP (including BASIS where applicable)In the following areas:* Application installation including any component modules and associated services
* Resolving problems and business issues in respect of the application
* Performing evaluations of new functionality, upgrades and enhancements to existing functionality
* Testing application developments, including unit testing of configuration before release to end users
* Application configuration and reporting, including:
	+ Access and security
	+ Outputs, e.g. documents, emails, messaging
	+ Interfaces and integration to internal and external stakeholders
* Resolution of escalated incidents and completion of service requests
* Application development maximising functionality for service provision.
* In respect of SAP BASIS, administration required, for example, with Solution Manager, ECC, BI, SRM, PI and ideally Oracle and Unix skills.
* Liaison with third parties, e.g. business users, suppliers, third party stakeholders
 | Application Form / Interview |
| **Work Related Circumstance**Ability to travel to meet the requirements of the post The requirement to work out of hours to undertake essential disruptive ICT work with minimal impact to the business areas – this will include weekend and evening work.Commitment to Equal opportunities  | InterviewApplication / InterviewInterview |