Genus Job Description

Job Title	IT Functional Team Lead	Job Family	Information Technology
Job Code		Job Grade	M1

Summary

The IT Functional Team Lead configures, implements, maintains, supports and upgrades Genus' core Enterprise Resource Planning (ERP) application. Working with their team of analysts, the role holder determines user requirements and configures/customizes the ERP system to meet the business needs. This role applies in-depth knowledge of ERP systems and business processes to efficiently configure, implement and support a variety of financial, supply chain, sales and HR modules that maintain full compatibility with vendor guidelines and provides ongoing ERP system support.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors, particularly development, BI and support teams.
2. Decisions are guided by the IT strategy, policies, procedures and overall business plan; receives guidance and oversight from manager.
3. Prioritizes issues and ensures resolution within agreed service levels.
4. Has formal supervisory responsibilities; sets priorities for and coaches employees to meet daily deadlines
5. Requires understanding and application of procedures and concepts within own discipline and basic knowledge of other disciplines
6. Uses judgment to identify and resolve day-to-day technical and operational problems
7. Uses tact and diplomacy to exchange information and handle sensitive issues

Genus Core Behaviours / Competencies

Customer impact: builds strong, profitable, sustainable customer relationships, anticipating and exceeding customer expectations to increase demand for services and products in order to build loyalty.

Managing external environment: anticipates and responds quickly to environmental changes for the benefit of the business and customers, through strong external networks and deep understanding of the markets.

Execution Orientation: Drives to set ever higher standards and achieve results through determination, resilience and commitment. Develops solutions to enhance the service offering and drive continuous improvement.

Setting Direction: develops simple, deliverable plans based on pragmatic new thinking, ideas or concepts. Assesses accurately commercial risk and return.

Change management: Champions, leads, support or embeds change to improve things. Communicates well and helps others by overcoming barriers.

Analysis and Decision Making: Analyses opportunities and problems thoughtfully and thoroughly to make good and timely decisions.

Team Mobilisation: builds high performing diverse teams, investing resources effectively. Recruits, develops, motivates and retains talent by setting stretching goals and developing capability of self, team and organisation.

Collaboration: 'One team' approach – gains commitment to strategic vision and goals. Builds and maintains networks and relationships, sharing knowledge and experience, delivering on commitments.

The following are qualities that are the foundations on which Genus team members work:
- Integrity
- Honesty
- A desire to work to make a difference in the communities & countries that we work in
- Delivery on commitments – do what you say you are going to do
- Alignment with the business goals and values

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Essential Functions include the following. Other duties may be assigned. (Include NO more than 10 functions)	% of Position
Working with the broader programme team, drive the implementation of Dynamics 365 through the global Genus business, ensuring the global template integrity is maintained.	40%
Review and set day-to-day priorities for team members – both on the programme and BAU activities	25%
Support existing D365 implementations, ensuring issues are resolved in a timely manner	20%
Along with other programme team members, manage version upgrades of D365 and ensure Genus leverage relevant enhancements in the application	10%
Maintain and foster strong relationships and collaborate with other IT functions – development, infrastructure, operational support & PMO	5%

100%

Requirements

Travel	Yes – approx. 20% to support global rollouts
Education	IT or finance degree, or 10+ years of relevant IT experience
Licenses/Certifications	Certifications in ERP preferred – Microsoft D365/AX advantageous
Experience	3+ years performing a similar functional team lead role. Additional 5+ years in IT functional/BA role. Previous ERP implementation/support experience. Microsoft D365/AX highly advantageous. Global Rollout experience desirable
Other	Ability to manage resources across remote locations/timezones. Desire and ability to work flexible hours based on the demands of the project/support.

The above position description is intended to describe the general content, identify the essential functions of, and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.