Genus Job Description

Job Title	IT Functional Sr Analyst CE	Job Family	Information Technology
Job Code		Job Grade	P3

Summary

The IT Functional Sr Analyst CE configures, implements, maintains and upgrades functional/business area Customer Engagement (CE) application modules, analyzes user requirements to determine CE system configuration and customization, applies in-depth knowledge of off-the-shelf applications to efficiently customize modules that maintain full compatibility with vendor guidelines. This role provides ongoing CE system support and may participate in defining requirements and selecting software vendors.

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

1. Requires in-depth knowledge and experience
2. Uses best practices and knowledge of internal or external business issues to improve products or services
3. Solves complex problems; takes a new perspective using existing solutions
4. Works independently, receives minimal guidance
5. Acts as a resource for colleagues with less experience
6. May lead projects with manageable risks and resource requirements
7. Exercises judgment based on the analysis of multiple sources of information
8. Explains difficult or sensitive information; works to build agreement

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

Essential Functions include the following. Other duties may be assigned.	% of Position
Works with the programme team and business units to design, configure, test, train and implement GenusOne Customer Engagement (CE) across the Genus business. Work closely with the D365 Finance and Operations team to ensure consistency and seamless integration between the CE platform and Finance and Operations platform.	30
Provide support for users of GenusOne CE – identifying, troubleshooting and resolving issues reported by users. Follow established processes for support, including logging issues, escalating internally or with partners/Microsoft, document solutions etc.	30
Identify opportunities for system/process improvement and progress accordingly. This could include working with development to spec and deploy code extensions, modifying configuration or implementing 3rd party (e.g. ISV) solutions that complement/extend the global template.	20
Works with other project teams and assist as needed with delivering adoption and optimization opportunities	10
Complete regression testing for platform upgrades – identifying any issues with new platform releases and any areas of improved functionality that should be adopted by Genus.	5
Ensure all configuration changes adhere to the Global Template. If/when a deviation from the template is required, work with relevant owners (Data Manager and Solution Architect) to review/approve and document accordingly.	5

100%

Requirements

Travel	Occasional, as required to support the programme.
Education	Bachelor's degree or equivalent experience
Licenses/Certifications	Relevant CRM, MS training and business knowledge
Experience	5+ Years of MS Customer Engagement (or similar CRM system) and/or experience in a functional/BA role. Good working knowledge of technical aspects of CE, including, for example, workflow and Javascript. Global rollout experience preferable. Broader ERP rollout experience preferable.
Other	Excellent interpersonal and communication skills. Strong written and presentation skills. Ability to work with all levels of staff from C-level to field users.

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.