

QSSU-EACOP-BSA-BUSINESS SYSTEMS ADMINISTRATOR

Apply Now

Company: Q-Sourcing Servtec

Location: Uganda

Category: computer-and-mathematical

About This Job:

Q-Sourcing Limited trading as Q-Sourcing Servtec is a manpower management solutions firm operating in the East African Region in the countries of Uganda, Kenya, Tanzania, Rwanda, and South Sudan.

On behalf of our client **EACOP**, we are looking for a competent, and experienced **Business Systems Administrator** to work in Uganda.

Position **Business Systems Administrator**

report to Finance Controller

JOB MISSION/ DIMENSION

Based in Kampala + missions in country in Uganda and Tanzania

Transverse position interacting potentially with all EACOP Ltd end users (500 estimated at peak). Works in coordination with IST, Finance and HR departments across Uganda, Tanzania

Two SaaS Business Systems (Workday and FIS), one external Application Maintenance Support (Workday)

Activities:

Business support

Manage Knowledge Database, User Documentation, FAQs (Workday and FIS).

Supervise the Ticket intake, the ticket queue assignment (Jira for workday, SNow for FIS).

Provide pre-script standard incident resolution (Workday and FIS).

Deployment – Upgrade (Workday)

Assist the future deployment of Workday modules.

Manage the integration with other business systems (such as Maintenance, Payroll, digital signature, scanning)

Open Business cases in Workday Community for identified issues.

Follow all small and large system evolutions requested by users and developed by AMS.

Follow all SaaS application upgrades and measure their Impact for the users.

Contribute to a more efficient and comprehensive usage of the Business Systems.

Systems (Workday and FIS)

Guarantee and follow systems quality, performance, and availability.

Follow data integrity.

Organize and conduct business reviews (needs + functional Evolutions, priorities) and carry out complete follow-up of the requests impacting the tools for the activity of the business client

Implement KPIs to monitor and improve activity (management of cost, problem rate, productivity,).

Others (Workday and FIS)

Guarantees with the solutions and service providers the maintenance of the overall applications operations' quality and performance.

Coordinate the EACOP "Key-users" network with business entities.

Be the main point of contact for Workday, FIS, and AMS.

Follow the budget related to Workday, FIS, and AMS.

Ensures compliancy of every dataset with operations, projects and business process standards

H3SE ROLES & RESPONSIBILITIES

The service holder shall always demonstrate a continuous commitment to EACOP Ltd H3SE standards.

CONTEXT AND ENVIRONMENT

The main objective is to actively participate in the successful operation of both systems for EACOP Ltd

ACCOUNTABILITIES

The Business System Administrator assists the business in defining and modelling their needs, constraints, and requirements. As a functional specialist, analyzes the needs of the business lines, verifies the adequacy of the IST supporting the activities of the business, and proposes innovative solutions (process and / or technical) to meet the needs in Workday and FIS.

The Business System Administrator has also an operational responsibility in the delivery of the services .

Mandatory qualifications and competencies required :

Qualifications:

Bachelor's degree in Information Technology

Experience:

8 to 10 years' experience in technical specialty (ERP and HCM applications support, security, data management)

Proficiency in the usage of business systems/ ERPS: Finance, HR, Contract & Procurement, Cloud-based solutions, Treasury and services. Finance background and experience is a plus.

Skills:

Ability to organize and manage priorities, rigorous, strong interpersonal skills, fluency in English. General team spirit: Creative, strength of proposal for performance improvement

How to apply :

All candidates who meet the criteria outlined as above are encouraged to apply under the job vacancy “**QSSU-EACOP-BSA BUSINESS SYSTEMS ADMINISTRATOR**”

Application link:

Note

Deadline for applications is not later than **05:00 pm Tuesday 7th May, 2024.**

Only shortlisted applicants will be contacted.

Q-SOURCING SERVTEC IS AN EQUAL OPPORTUNITY EMPLOYER. ANY SOLICITATION WILL LEAD TO DISQUALIFICATION.

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