

Service Description

Position

Business Systems Administrator

Situation in organization

Report to Finance Controller

Service dimensions

Based in Dar-es-Salaam + 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

1. Business Support
 - Provide Tier 0 and Tier 1 support (Workday and FIS).
 - 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).
2. 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.
3. 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, etc.).
4. 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 processes standards

H3SE Roles and responsibilities

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

Context and environment

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

Accountabilities

The Business System Administrator assists the business in defining and modeling 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.

Qualifications/Experience required

Qualifications:

Bachelor's degree in Commerce, Business Administration, with a major in Finance

Experience:

8 to 10 years' experience first in Finance / Accounting, then in Business System Administration (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.

Accounting background and experience is crucial.

Skills:

Ability to organize and manage priorities, rigorous, strong interpersonal skills, fluency in English.

General team spirit: Creative, strength of proposal for performance improvement