

Job Description

Job title:	IT Analyst
Department:	Information technology
Reporting to:	IT Operations Manager/Head of IT
Location:	Jersey

The Role

Job Purpose

To be the primary contact for the company's Trust and Administration platform - Microsoft Dynamics NavOne - supporting staff, building reports, managing permissions, liaising with the vendor and evolving the usage of the platform within the company as requirements change.

Working collaboratively with the business, project management office and vendor on numerous projects involving Microsoft Dynamics NavOne, CRM and other technologies.

All in line with the defined business activities. All tasks to be carried out efficiently and effectively, in accordance with Crestbridge's procedures.

Key Result Areas

- Track NavOne queries with the vendor, maintaining a proactive approach in ensuring that development and support requests are addressed and progressed in a timely manner.
- Adopting a holistic approach, maintain permission models to ensure proper segregation of data between departments and jurisdictions within the company.
- Recognise and understand business and technology requirements (data, processes, workflows, dependencies). Act as a key stakeholder and work with the business units, Business Analysts and others for the system configuration and data migration as required.
- Track progress through extended effort, and identify any issues arising.
- To act at all times in accordance with Crestbridge values

Primary Contacts

- IT team members
- Project stakeholders
- Directors and Internal departments
- IT contractors and consultants

Requirements

* Essential

+ Desirable

Qualifications	<ul style="list-style-type: none">+ Computer Science Degree (or related)+ Microsoft certifications in SQL technology
Experience	<ul style="list-style-type: none">* Experience with Jersey Trust and Finance business processes and supporting members of staff within this industry+ Proven experience in data field mapping, data cleansing, migration and testing procedures* 2-6 years' relevant industry experience* Proven experience in change management* Understanding of information technology concepts and processes+ Experience developing or maintaining a data warehouse using Microsoft technologies
Knowledge	<ul style="list-style-type: none">+ Experience with Microsoft Dynamics NavOne/Navision* Knowledge of project management techniques and tools+ Knowledge of local trust administration systems would be an advantage+ Good understanding of Windows Server 2016, 2012 and Microsoft SQL server+ Experience of Microsoft Dynamics CRM
Skills and Abilities	<ul style="list-style-type: none">+ Ability to generate SSRS reports and experience with SSIS+ A good Degree in a numerate subject with knowledge of advanced statistical and analytical techniques* Experience in the extraction and manipulation of data* Planning and monitoring* Ability to facilitate discussion and identify requirements and when necessary resolve conflicting information* Translating and simplifying requirements* Requirements management and communication* Understand the impact of data issues on business processes and support resolution* Assist with the achievement of conformity within data* Written and verbal communication, including technical writing skills* Organisational skills and the ability to manage conflicting, demanding deadlines* Ability to problem solve, evaluate alternatives and find solutions* Eliciting requirements and requirements analysis* Support the vendor with the development of the ETL (auto-data-migration) process* Understanding of systems engineering concepts
Personal qualities	<ul style="list-style-type: none">* Integrity* Inspires client and team confidence* Team player* Discrete and tactful* Emotional resilience* 'Can do' attitude
Motivation	<ul style="list-style-type: none">* Strong commitment to client service excellence* Proactive and disciplined approach to work* Progressive and takes responsibility for development of self and others* Results driven



Key Responsibilities

Your role may include, but will not be limited to, the following tasks which we call 'Defined Business Activities'. The list of defined business activities is not exhaustive and may be amended from time to time:

Infrastructure

- Maintains helpdesk software and identifies areas for improvement or upgrades as and when relevant
- Updates the intranet and website as and when relevant and/or directed by others

People Management

- Works closely with the IT Operations Manager to develop and maintain a strong and cohesive IT team
- Deals with suppliers and contractors as and when required
- Takes responsibility for own personal development in line with agreed performance objectives

Analytics & Reporting

- Consolidate data from various sources and create repeatable models for analytics
- Defines client needs by listening actively to requirements and provide reporting solutions
- Define, articulate, and satisfy the analytical needs of the business stakeholder groups
- Takes responsibility for the preparation and upkeep of all reporting related procedures and documentation
- Present findings and to management/key stakeholders and provide high level of support as required
- Help the business understand future trends to determine the biggest opportunities and threats and their potential impact for the various business as required

Service Delivery

- Defines client needs by listening actively to their requirements and providing solutions
- Cover 1st (and provide 2nd when necessary) line IT infrastructure support to all Directors and employees of Crestbridge and where applicable to clients, ensuring that all requests for support are dealt with according to set standards and procedures
- Ensures that support issues are escalated to senior IT personnel as and when necessary
- Takes responsibility for the preparation and upkeep of all reporting related documentation

Business Management

- Takes responsibility for monitoring support calls and identifying 'hot spots' in relation to IT systems and infrastructure, reporting these to the IT Operations Manager and/or Head of IT, when relevant
- Generally supports the IT team in all tasks and responsibilities where possible
- Takes responsibility for own development and identifies training needs if necessary
- Coaches members of support staff in supporting NavOne platform

