



JOB DESCRIPTION

JOB TITLE:	Application Specialist
DATE:	15/04/2021
REPORTS TO (JOB TITLE):	Business Application Manager
FUNCTION:	MIS
DEPARTMENT:	GM
LOCATION:	Head Office

MISSION STATEMENT:

Responsible for providing the first level support and business solutions to business users according to MM Systems strategy and standards.

ROLE & KEY RESULT AREAS

- First level support to business users
- Analyze and provide resolution for the problems in the application and related interfaces
- Test new application releases, functions, interfaces, patches, hot fixes
- Support the installation of new application releases, functions, interfaces, patches and hot fixes
- Complete the required checklists, routine tasks, reports on regular basis
- Analyze and provide local solutions/ad-hoc reports to user/business demand
- Analyze request, raise demand and manage the delivery of new application function/enhancement related to SCM area
- Provide training to business users
- Administer the user accesses and user rights
- Provide support to application deployment projects
- Provide support to store openings, stock take...
- Other tasks assigned by Business Application Manager

WORKING RELATIONSHIPS

Internal:

- MM Mega Market Systems
- Local MIS
- MMVN business users

External:

- Service providers
- MM Mega Market business partners

PEOPLE SPECIFICATIONS

- University degree in Computing Science or at least 3 years working experience
- Business knowledge in retail, wholesales, warehousing
- Experience in implementation and administration of ERP, CRM...
- Experience in IT areas: networking, database, programming languages, information security...
- Good English skill
- Good communication skill
- Good presentation skill
- Teamwork
- Ability to work under pressure

Prepared by: _____
(Name of Supervising Manager)

Signed: _____

Approved by: _____
(Name of Department Head)

Signed: _____

Acknowledge by: _____
(Name of Job holder)

Signed: _____