

## INTERNAL ADVERTISEMENT

A vacancy exists for Business Systems Administrator in Johannesburg.

The purpose of the position is to provide technical and administrative support to the core product team and business operations. The role also has a specific focus on business systems, process management, as well as information and knowledge management.

### **The responsibilities of the position include:**

- Key contributor to the information and knowledge management strategy for the product, development and operations teams
- Drafting process flows for technical and business operational requirements
- Compiling manuals and verifying content quality and accuracy for distribution to internal / external stakeholders
- Assisting with CRM portal process follow-ups from sales to close out of opportunity
- Assisting with Daily / weekly / monthly stats reporting for strategic decision making
- Take ownership of the loading process on the various systems
- Custodian of the devices keys and key loading process
- Take ownership of the merchant on-boarding process
- Assist with business users on-boarding on the various systems and provide training and user manuals
- Assist with functional testing
- Working closely with internal departments and customers to resolve queries
- Identifying and creating efficiencies through process optimization and automation
- Perform adhoc duties as and when required
- Assisting with deployments

### **In order to be considered for the position, the following requirements must be met:**

- Matric
- Completed B.Comm or Busyniess Analysis qualification will be preferred
- Experience in working cross-functionally with technology, service, operations, marketing and product teams
- Previous experience in process mapping and management / Data analysis / Business research knowledge
- Must have a completed Business Admin / Commerce / IT degree
- Advanced Excel skills and data presentation skill will be advantageous
- Microsoft Visio skills
- Exposure to model building and profit improvement projects will be advantageous
- Some afterhours work might be required

### **Behavioral Competencies:**

- Planning & Organising
- Communication & Impact
- Customer Focus
- Problem-solving
- Initiating Action
- Coping with stress / change
- Contributing to Team Success
- Work Standards
- Passion & Attitude
- Continuous Learning
- Industry and Business Knowledge
- Driving for Results