

## **JOB TITLE - SENIOR BUSINESS ANALYST**

**Reports To:** Group IT Director

**Department:** IT Support

**Contract Type:** Permanent, full-time

**Location:** Gate House, Rivington Street, London EC2A 3SB

Charterhouse Group is a multi-award-winning solutions integrator of cloud, connectivity, networking, mobile & security solutions. We're passionate about delivering genuine value to our clients and strive to exceed expectations in everything we do. We have established an industry wide reputation for pushing the boundaries of technology for over 28 years.

We have a dynamic product and solutions portfolio, supported by our highly skilled team for technical and professional services to meet our customer's business needs and priorities.

The Company has doubled in size over the last 12 months not only through organic growth but also through acquisitions. As Charterhouse continues to acquire, the expansion of the business will lead to great opportunities for the development of exciting and challenging positions and as well as personal career enhancement.

### **Role Purpose**

- Drive improvement and provide strategic level thinking, aligned with supporting applications and data
- Champion key business applications (especially Dynamics, ServiceNow and Business Central); ensuring they are well supported and developed to realise genuine benefit to the business and, where appropriate, to Charterhouse customers
- Responsible for the development and maintenance of all business applications and associated processes, including managing 3rd party support and development partners
- Manage and own the flow of data between applications and throughout the business, ensuring consistently high quality and completeness
- Change Manager (applications) – ensure all changes are agreed, prioritised and delivered in a responsive and agile manner, and in accordance with well-communicated plans
- Release manager – oversee all releases of changes to applications, ensuring the appropriate use of development, test and production instances, both by internal staff and third parties. Ensure instances are managed and kept consistent.
- Develop business information portals and reports to ensure that users and management have the right information at the right time to make decisions
- Develop and maintain processes to support the correct use of the systems, to ensure that user / operational efficiencies are being realised while maintaining a strong control environment
- Promote and follow key processes, focused on maintaining security and functionality of applications, especially change and release management
- Act as a catalyst for change with a deep understanding of how to do things right within applications, data and processes
- Line manage a small team

## Duties and Responsibilities

- Own key applications:
  - Build and maintain excellent relationships with key business and super users
  - Develop systems and interfaces
  - Develop associated reports, portals and queries
  - Train new users
  - Ensure data is clean, complete and consistent
  - Ensure that sufficient security is in place to protect company data
  - Manage 3rd party support and/or development as appropriate

### Key applications:

- ServiceNow
- Microsoft Dynamics 365
- Microsoft Dynamics 365 Business Central / Great Plains (upgrade in progress)
- ServicePath CPQ
- aBILLity
- Salestar

### Data

- Reporting - use Power BI and/or similar tools to ensure the right data is available online to business decision makers
- Manage data throughout business process
- Ensure data remains high quality, consistent and complete across all applications
- Manage SQL databases as required in order to enable reporting and interfaces

### Process

- Own the end to end business processes
- Document the end to end processes
- Ensure that suitable reports are in place to report exceptions or errors in business process
- Drive continuous process improvement, working with super users to define the best way for the process to support our mission and improve efficiency while maintaining key controls

## Required Competencies (Skills, Knowledge, Experience and Attitude)

### Essential

- Reporting – using PowerBI, Tableau or similar tools
- Data – excellent understanding of data, relationships and management principles
- Good at breaking down complex issues into smaller approachable tasks
- Wide range of system knowledge
- Ability to manage teams both directly and across the organisation
- Project management
- Clear and open communicator – both written and oral
- Experience with working in a Business to Business SME >250 employees
- ServiceNow
- Dynamics 365
- Business Central
- Telecoms / Technology Industry Expertise