

Role Profile

Overview	
Role	Business Systems Analyst
Main Purpose	An IT literate individual who provides support to Hope for Justice on the technology it invests in. Owns the relationship with Hope for Justice's IT service provider and the suppliers of the business applications used across the organisation. Ensures applications are continually improved and all users get the maximum value from the tools they use in their day to day work.
Department	Operations
Location	Manchester
Reporting To	Operations Director
Main Duties	
<ul style="list-style-type: none"> • Understanding how the key business applications of Hope for Justice are built and supported <ul style="list-style-type: none"> - CRM system - Case management and investigation management systems - Finance systems • Maintain documentation in these areas and provide first-line support for applications • Train new users in key systems • Liaise with third-party application providers for support and development of products • Own day-to-day relationship with IT service provider providing the network and infrastructure support • Own new starter/leaver process for technology • Work with Project Manager • Provide UK technology support for rolling out across the globe to other Hope for Justice countries 	
Key Result Areas	
<ul style="list-style-type: none"> • Provision of integrated support across the business in the technology provided • Elimination of ad hoc support provided by various members of the organisation • Ensuring the knowledge transfer given by suppliers on new technology is captured centrally and not lost • Documentation and training for new users held centrally • A clear IT strategy that can be managed centrally and then rolled out globally as required 	
Soft Skills	Technical Skills
<ul style="list-style-type: none"> • IT Literate • Documentation • Customer service 	<ul style="list-style-type: none"> • Microsoft Office 365 • Microsoft Dynamics • Microsoft SharePoint • Scoping, process mapping

Experience & Education	
<ul style="list-style-type: none">• ICT or Computer studies• Business studies or Business Analyst experience• A solid background of IT support and/or business analyst skills.• Must be highly IT literate and keen to learn and master new technologies	