

# Support Analyst - Finance

Tamworth

Greenergy supplies road fuel to customers in the UK and Canada. Established in 1992, we have grown to become a Fortune 500 global business and the second largest privately-owned company in the UK. We operate globally with offices in Canada, the USA, Brazil and Dubai and source fuels from around the world, receiving over 700 shipments annually. To deliver fuel to our customers, we also have an in-house haulage operation employing over 250 drivers.

## Context - Opportunity

This role presents the successful candidate an opportunity to contribute towards ensuring 'business as usual' IT Systems for Finance, Accounting and Reporting are running smoothly and all support request are dealt with in a timely manner; as well as contribute to and handle the analysis of fixing root causes small project deliverables.

## Main Job Purpose

### Understand Trade Life Cycle and Finance Process and Operations

- » Develop an end-to-end understanding of Trade Life-Cycle as it relates to Trade capture through to settlement.
- » Develop an end-to-end understanding of Finance processes with particular references to how they are operated and managed within Greenergy. These will entail:
  - Purchase-to-Pay
  - Invoice-to-cash
  - Record-to-Report
  - Trading, Operations and relationship to settlement and Finance Operations.
- » Develop an understanding of the business requirements of Finance Operations upon which existing systems have been built.
- » Develop an understanding of the IT systems built for the Finance Operations and Finance Reporting business area; and gain thorough understanding, to enable efficient support of these systems.
- » Gain understanding of systems in development to enable easily support the in scope systems
- » Develop a structured approach to support and troubleshooting of issues

## Support

- » Work with other members of the team to ensure support queue is properly managed and queue is of reasonable size on a periodic basis (weekly).
- » Participate in first/second line application support of the application set including ORACLE EBS, Billings, INV and Auto-Invoice.
- » Become subject matter expert in assigned area.
- » Manage application problems / incidents and escalate queries and bug fixes to the vendor.
- » Perform business analysis task as it relates to fixing root causes of issues

## Relationship Management

- » Develop relationships with key business users within Finance Operations area.
- » Develop relationships with key personnel within the vendors as may be appropriate iro systems supported.
- » Develop relationships within IT as a whole to ensure that assistance is promptly provided by other IT teams when required.

## Training

- » Provide ad-hoc application training to business users as may be required.

## Skills / Attributes Required

- » Graduate level qualification in Computer Science or technology related discipline with up to 2 years support operations in IT systems
- » Exposure to IT Support organisation and Business Analysis during graduate internship or one to two years' experience in related field.
- » Exposure to Business Analysis during graduate internship or one or two year experience.
- » Knowledge of financial modules - Account Receivables, Account Payables, General Ledger, Cash Management, Intercompany within an Accounting System.
- » Process knowledge in Finance Operations
- » Experience of or willingness to learn process of delivering business application analysis & support.

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- » Willingness to learn process of using a structured approach to incident and change management of critical production systems.
- » Experience of or willingness to learn structured test process – writing up test scripts and testing of application developments before deployment to production.

### Skills / Attributes Desired

- » Excellent communication and team working skills.
- » Focuses efforts and prioritizes work to deliver business value.
- » Overcomes obstacles and adapts approach to achieve outstanding results.
- » Bias for action – does things before being asked to or forced to by events (Proactive not reactive)
- » Progresses issues, even when only partial information is available.
- » Builds networks to enhance effectiveness and shared knowledge.
- » Actively seeks out know-how and best practice, related to own area of contribution.
- » Demonstrates shared commitment to team success.
- » Promotes open and effective communication.

### Hours of employment

Hours on week days 9:00 to 17:30 plus on call out of hours support. NB. Client and company driven by a 24x7 operating environment, so working outside of and in excess of these hours may be reasonably expected. Some out of hours or weekend work will also be required on an ad hoc basis.

People are key to our continuing success; we work hard to reward, develop and retain staff. We offer a competitive salary, career progression opportunities, along with a comprehensive benefits package which includes;

- » 25 days holiday per year, increasing by 1 day after 5 years' service for every full year up to a maximum of 30 days plus bank holidays
- » Private Medical Insurance
- » Worldwide Travel Insurance
- » Company Pension
- » Life Insurance cover of 4 times basic salary
- » Eye Care Vouchers, Flu Jabs
- » Ride to Work Scheme
- » Access to a discount site for things like eating out, health and leisure etc.
- » You will also have access to the 24/7 Employee Assistance Programme.
- » Excellent staff facilities.

If you are interested in joining the Greenergy team, please submit a current CV along with a cover letter in support of your application.

Applications without a covering letter will not be considered.

Please note, due to the volume of applications we regret to advise you that we are unable to respond to Candidates who are not short listed for interview.

If you should have any queries regarding this position please call Debbie Rees 01827 302298

No Agencies – thank you