

## Business Systems Administrator (Ref: 49/2018)

The Cape Town International Convention Centre (CTICC) is so much more than just another convention centre. An exceptional centre requires exceptional staff and the culture of the CTICC is one of teamwork, recognition, personal accountability, and service excellence. We understand that it is only our people who make us the success we are and, as a result, we make every effort to ensure that we recruit talented, qualified and enthusiastic team players, who are able to embrace our values, fit in with our culture and recognise the value of hard work in a dynamic exciting environment.

**The main purpose:** To ensure that the organization's business information and application systems are well-maintained and current at all times. To ensure the business intelligence systems are providing accurate and relevant information supporting the business in having the right information which is easily accessible. Required to champion the testing and deployment of new solutions for both clients (upsell) and the business (value add and enhanced service delivery).

Will be required to ensure sufficient documentation and training is available for first-line and second-line user support to addresses challenges as and when they occur. To drive workflow processes involving third parties comply with procurement, as well as IT Governance guidelines and operating procedures. Required to ensure that any faults or requests relating to information systems or associated technologies are attended to within stipulated timeframes and managed accordingly.

**Reporting to:** ICT Manager

**Key responsibilities:**

- Ticket Management
- Maintaining the information systems data including but not limited to the Microsoft SQL ERP (Ungerboeck EBMS) and Financial Reporting database and files
- Ensuring the relevant back-ups and routine maintenance programs are completed as required
- Ensuring that application and security updates to systems such as Point of Sale, ERP, Financial Reporting and Payroll are processed timeously
- Reviewing, reporting and maintaining the quality of data within the business including but not limited to ERP
- Assisting users with business systems queries i.e. Enterprise Resource Planning System and Financial Reporting (Qlikview) and successfully resolving them
- Maintaining business systems i.e. Point of Sale, Enterprise Resource Planning, Financial Reporting access privileges, reporting and attending to abnormalities as required and in line with the ICT Governance best practices
- User support and training relating to website and intranet services
- Ensuring high quality and quantity levels of information are always available through reviewing data quality



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- Maintaining adequate records of information systems administration and associated activities
- Effective management of data models i.e. Financial Reporting system
- Effective communication and training of staff making use of information systems such as financial reporting data models
- Engage with the business stakeholders and staff to ensure the relevant information is accessible to make decisions by understanding their requirements and interpreting them into an easily accessible solution
- To review computers and computer programs used by a company and advise business stakeholders on ways to make processes more efficient and employees more productive
- Responsible for handling needs assessments and cost/benefit analysis to align the technology of the company with their business strategies
- Receive business needs from management, solicit product and enhancement requirements from end users and must be able to convert the requests from both into a workable solution to present to technology staff
- When required work directly with clients, requiring good communication skills, as well as fundamental technical troubleshooting abilities
- Contributes to team effort by accomplishing related results as needed
- Defines project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget
- Investigating opportunities to integrate other company systems for enhanced information delivery and decision making capacity
- Determines operational objectives by studying business functions; gathering information; evaluating output requirements and formats
- Designs new processes by analysing requirements; constructing workflow charts and diagrams; studying system capabilities; writing specifications
- Improves systems by studying current practices; designing modifications
- Test software or coordinate a testing environment
- Work with teams or service providers to implement a solution throughout a company
- Improves systems by studying current practices; designing enhancements
- Documentation and reporting

**Qualifications:**

- Matric certificate
- Relevant level studies or certification which may be substituted by directly relevant experience which provides the necessary system knowledge and experience

**Experience:**

- 3 years relevant operational experience in a business systems environment
  - Strong database understanding and knowledge i.e. Microsoft SQL
  - Strong report writing and database query skills i.e. Crystal Reports or SQL etc.
  - Must possess a certain level of business acumen coupled with technical knowledge
- Applicants with experience with Ungerboeck EBMS will receive preference



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**Personal attributes:**

- Well groomed with a vibrant personality
- Be able to cope in a high pressure high stress level environment
- Hospitality background
- Stress resistant and versatile
- Strong communication, planning and organizational skills
- Extensive client engagement and relationship building skills
- Able to provide clear and effective communication of ideas, processes and targets
- Excellent negotiation and prioritization skills
- Reporting skills
- Ability to manage complaints
- Innovative thinker
- Communication & Conflict handling skills
- Time management
- Hands on – Pragmatic
- Quality driven
- Inspiring personality

Kindly submit confidential applications to the Human Resources Department before **23<sup>rd</sup> July 2018 by 17h00** or email [recruitment@cticc.co.za](mailto:recruitment@cticc.co.za). The CTICC is committed to Employment Equity and particularly welcomes applications from suitably qualified Historically Disadvantaged Individuals (HDI's). Remuneration will be discussed with successful candidates, dependent on qualifications and experience. **Only shortlisted candidates will be contacted.**

For more information on the Cape Town International Convention Centre please visit: [www.cticc.co.za](http://www.cticc.co.za)



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