

<b>Role Profile Form</b>	
<b>Position Title:</b>	GMS Support Analyst
<b>Reports To:</b>	Head of Project Office and Communications – Group IT
<b>Overall Job Purpose:</b>	To train and provide ongoing support to GMS (Global Marketing System) users located across the world so they can maximize the benefits the system has to offer.  To lead the development of GMS in line with user and business needs.
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Serve as the company’s “GMS super-user” who fully understands all functions and capabilities of the system and be able to articulate them to users</li> <li>• Serve as the key contact for GMS users to help answer questions and trouble-shoot minor issues</li> <li>• Aid in the coordination of gathering requirements and prioritization of system enhancements by liaising with marketing teams and with IT developers</li> <li>• Communicate and help coordinate timelines for new functionality and bug fixes</li> <li>• Help with system testing</li> <li>• Develop, maintain and execute effective user training</li> <li>• Create and maintain online support documentation</li> </ul>
<b>Experience:</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>• Good experience in a Financial and/or Direct Marketing reporting/analytical role/business analyst</li> <li>• IT/Finance education or work experience</li> </ul>
	<b>Desirable</b> <ul style="list-style-type: none"> <li>• Project management experience is a plus</li> <li>• Working closely with third party agencies</li> <li>• Good understanding of databases</li> <li>• SQL skills</li> </ul>
<b>Personal Qualities and Skills:</b>	<ul style="list-style-type: none"> <li>• Outgoing, personable and a good communicator</li> <li>• Excellent listening, interpersonal, written, and oral communication skills</li> <li>• Ability to train others on systems and processes and to explain reasoning behind them</li> <li>• Ability to provide insight and challenge</li> <li>• Analytical, detail-oriented and well organized</li> <li>• Excellent documentation skills</li> <li>• Highly motivated, keen to learn new skills</li> <li>• Self-motivated, comfortable working both autonomously and as part of a team</li> <li>• A flexible approach to work and working hours</li> </ul>
<b>Remuneration:</b>	Competitive plus excellent benefits package