

# Job Description:

Finance Application Support Analyst



General role information	
<b>Job Title:</b>	Finance Application Analyst
<b>Reporting to:</b>	Associate Director of Application Services
<b>Salary Band:</b>	BG07
<b>Notice period:</b>	1 month
<b>Budget Responsibility?</b>	No
<b>Direct Reports?</b>	No
<b>Client facing role?</b>	No
Introduction	
<p>MSI Reproductive Choices is one of the world's leading providers of sexual and reproductive healthcare. We believe that everyone should have the right to choose. From contraception to safe abortion and life-saving post-abortion care, we are committed to delivering compassionate, affordable, high-quality services for all.</p> <p>Today, our organisation has over 9,000 team members working in 37 countries across the world. Our success lies in the fact that MSI teams are locally led, entrepreneurial and results-driven, and are passionate about delivering high quality, client-centred care in their own communities. As a social business, we focus on sustainable delivery, efficiency, and funding models that are built to last, so that the women and girls we serve today will have a choice in the future too.</p> <p>We know that access to reproductive choice is life changing. For some, it can mean the ability to complete an education or start a career. For others, it means being able to look after the family they already have. For everyone, it means the freedom to decide their own future, creating a fairer, more equal world.</p>	
The Team	
<p>The Global Information Services (GIS) team vision is to support the MSI mission with effective value for money for our digital technologies. We partner with the 37 MSI country programmes to deliver a portfolio of high quality digital and technology products and services, which compliment local technologies.</p> <p>Our products include applications for front line clinical service delivery, contact centres and digital client engagement, group finance and business intelligence, websites, collaboration tools (M365 suite), cyber security and networking, amongst others. Our services range from helping to specify and select new technology, through to delivery, embedding and ongoing support.</p> <p>Our team is based in the UK, Ethiopia, Kenya, Malawi, Uganda, Senegal and South Africa our major hubs being in London, Bristol and Nairobi.</p>	

All MSI Reproductive Choices job descriptions are subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices recruitment process, please do so via email to

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## The Role

As a Finance Application Analyst at MSI Reproductive Choices, you will be a key member of a three-person finance applications team, instrumental in ensuring the smooth operation of our financial systems.

Your primary responsibilities include providing hands-on support for Infor SUN systems and associated applications, resolving user issues, and collaborating with third-party partners. You will maintain strong relationships with finance users globally, and work with the global accounting team to assess and enhance business processes.

Additionally, you will monitor system performance, recommend optimizations to ensure a seamless experience for our users, and provide line management for one application analyst.

The role can be based in any MSI Reproductive Choices country programme.

## Key Responsibilities

### User Support and Troubleshooting:

- Provide hands-on support to users of Infor SUN systems and associated applications (Kontrolla, B4B, Professional Advantage Bank Reconciliation/Advanced Inquiry/ERemit, and Time@Work).
- Ensure that the systems contain accurate and up-to-date reference data (e.g., exchange rates) and that processes exist to ensure the accuracy of reference and other data.
- Directly support end users daily by triaging and responding to support tickets, providing solutions aligned with business objectives and expectations.
- Troubleshoot and resolve issues related to financial applications, ensuring minimal disruption to business operations.
- Identify and prioritize the impact and urgency of end user support needs on business operations, and act accordingly.
- Assist with ensuring that all finance systems are up to date and that periodical system updates/upgrades are planned, including liaising with third-party technology partners, and coordinating activities such as support and testing.

### Collaboration and Training:

- Establish and maintain effective working relationships with finance users within the global office, regional teams, and country teams.
- Work effectively on ticket resolution with third-party technology partners who act as an extension of the MSI in-house application support team.
- Conduct training sessions and create user documentation to ensure effective use of financial applications.
- Collaborate closely with other GIS teams, particularly with the BI team and other application teams, on app maintenance and changes.

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## System Performance and Optimization:

- Monitor system performance and recommend improvements for optimization.
- Assist in designing global system checks to ensure system integrity and implementing controls to secure the system appropriately.
- Review existing processes and explore opportunities for automation or other efficiency gains.

## Leadership and Team Management:

- Provide line management to the finance application analyst support team.
- Foster a collaborative and high-performance team environment, promoting continuous learning and development.

## Key Skills

To perform this role, we are looking for a person with the following skills:

- Communication: you're a strong written and verbal communicator, able to communicate effectively with technical and non-technical colleagues on a one-to-one basis.
- Problem solving: you're able to trouble-shoot issues in a logical manner and come up with appropriate solutions with guidance from your line manager.
- Analytical skills: you're analytical, with an ability to analyse and interrogate data and information, and to apply "critical questioning".
- Organisation and prioritisation: you're able to juggle different demands, prioritise support based on business impact urgency, and escalate as necessary.
- Proactiveness: you have an ability to identify potential knock-on impacts or patterns which may be evident from support tickets, and to act accordingly.
- Collaboration: You're a team player and you are energised by working with colleagues and supporting end users based all over the world.
- Technical mindset: you're able to quickly understand new technologies, systems, and processes.
- User-centred: you ensure that any materials and guidance you give has the users at the heart.
- Language: you're fluent in English, both written and verbal.

## Key Experience

To perform this role, we look for candidates with the following experience:

- Experience with SUN Systems V6.4 and/or earlier versions of SUN.
- Experience in Q&A and Profession Advantage products e.g. B4B, Advanced Inquiry, Bank Reconciliation, eRemit.
- Experience in multi business unit, multi-currency, global environments.
- Experience in remotely accessed finance systems.
- Experience in control structures (e.g. business rules) of a global finance system.

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- Experience with purchase order/invoice systems - Kontrolla preferable.
- Experience in the design and implementation of financial systems
- Experience of staff time recording systems – Time@Work preferable
- Familiar with SUN Systems on SQL, SQL Studio 2008 R2.
- Experience of Infor BI or other OLAP cube reporting tools an advantage.

#### **Additional experience that we'd welcome:**

- Experience of end user support including ticket logging, ticket resolution, updating of a knowledge base.
- You may have had some exposure to a programming language such as SQL, or an appetite to learn more technical skills.
- Experience of working in a highly international business setting and/or healthcare business setting / NGO would be welcome.

#### **Formal Education/qualification**

- Accounting or computer science degree, or equivalent experience.

#### **Personal Attributes**

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

#### **For this role, we're looking for an individual who is:**

- Committed to the protection of team members and clients, with a focus on vulnerable groups
- Able to role-model inclusive and culturally sensitive attitudes and behaviours.
- Resilient, flexible, positive attitude and who thrives in fast-paced, dynamic environments
- Driven by doing work that directly impacts those most in need
- Curious about emerging developments within our sector and passionate about building best practice
- Actively seeks out feedback on their performance (both results and behaviours) with a view to continuously learn and develop

#### **Our Values**

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**Mission Driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.

**Client Centred:** We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

**Accountable:** We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

**Courageous:** We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

**Resilient:** In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

**Inclusive:** We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

By signing below, you indicate that you have read and agree to this job framework.

**Full Name:**

**Signature:**

**Date:**

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