

JOB DESCRIPTION	
Department: IT Department	
Position: Business Application Sr. Officer	<u>Reporting to:</u> Business Application Manager <u>Number of direct reports:</u> NA
Duration: Open-ended	
Working hours: Full time	
Current Job Grade: C	

Purpose of the position

Under the direction of Business Application Manager, and with the collaboration with other IT members, Business Application Sr. Officer manages business application systems (ex. donor and other supporter management systems, HR systems, Finance systems, BI systems and others) in all lifecycle of IT system, from planning, development, modification and maintenance to properly support activities of the internal clients from IT perspective.

Business Application Sr. Officer is also required to contribute to improve/enhance IT internal processes and controls.

Objectives

Business Application Sr. Officer is expected to plan and manage optimally IT systems and services, IT related business schemes, with effectively using his/her as well as internal/external temporary work force, IT vendors and financial resources.

- ✓ to provide stable, secure, optimal business application system service continually
- ✓ to support cross departmental or each departmental projects by introducing the most optimized IT solutions and by managing its implementation
- ✓ to formulate cross departmental and/or each departmental business application plans based on entire MSFJ/each departmental/IT's action and resource plans
- ✓ to provide consultation or professional advice for internal clients in terms of IT business application while having good understanding for organization wide/departmental objectives

Requirements of the position

Based in Tokyo (Commutable to MSF Japan Office in Japan) and occasional attendance of global conference including international travel up to 10% of work

Main Responsibilities

- 1 System management and enhancement
 - Plan and manage business application systems, system architecture and IT related business schemes to provide adequate services and minimize risks with long term and overall optimization perspective.
 - Manage system related requests and develop resources plan, mainly related to business application, from business users in MSFJ.
 - Breakdown from business requirements to technical design or implements and propose appropriate solutions.
 - Clarification of business requests with communication with business users to plan in detail of system development projects.
 - Manage system implementation projects.

- Coordinate effectively with vendors to ensure the application is implemented with good quality, meeting requirements, within committed project timeline and budget.
- Manage and evaluate system related vendors in Quality, Cost and Delivery perspective mainly by validating vendors' documents and testing the systems.
- Maintain business application systems with coordinating proper resources (using internal resources or develop maintenance scheme with vendors Etc...).
- Providing user support and troubleshooting mainly business application systems for business users
- Ensure data security and compliance from the perspective of the business application functions, architecture and business scheme with the vendors.

2 System maintenance and system operation support

- Supervise regular maintenance of database records to keep internal data accuracy.
- Design appropriate data processing processes and functions on related business applications with understanding purposes of using data and data management process in MSFJ's business to maintain quality of the data.
- Data extract and aggregation for MSF Japan Business activity.
- Maintain user accounts and privileges
- Plan and install fixes and/or upgrade of middleware

3 Contribute to Enhance internal IT processes and procedures

- Following the direction of application manager, proactively propose ideas to enhance internal process and procedures to improve quality of services and work efficiency, and leading to implement those ideas
- Properly lead and improve team to record and track activities to make it source of improvement and evidence of performance
- Make sure and continuously improve solutions, services and internal processes are compliant with required rules and regulations, and properly operated especially for data protection compliant.

Qualifications and requirements
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Essential

- Genuine interest in and commitment to the humanitarian principles of MSF
- Experience of IT system planning and budgeting as a corporate system engineer in non IT companies
- Demonstrated design and testing of business application systems.
- Extensive experiences for defining system requirements by directly communicating with business users.
- Experiences of project manager or project leader of IT system development project.
- Experience working with SQL, VBA and script language on Microsoft Access, Word and Excel with complex queries
- Oral and written communication skills and presentation skills to non IT people.
- Highly skilled in vendor management including negotiation and contracting
- Interpersonal and teamwork skills and coordination skills of stakeholders
- Ability to organize own work, and to work under pressure
- Excellent communication skill (conversation, reading & writing, presentation) in Japanese and very good communication skill in English

Desirable

- Business knowledge and system install experiences of HR, Applicant tracking, CRM, E-Commerce, accounting
- Knowledge and experiences of cloud/on premise systems and mobile app installation and maintenance.
- Knowledge and experiences of contracts with system vendors
- Experience of BI system development and marketing activity support, data analysis
- Knowledge and experiences of information security implementation
- Experiences of project manager or project leader of IT system development project.
- Basic Technical knowledge of system architecture and Database management

Special Notes:

This Job Description is only a summary of the typical functions of this position and not an exhaustive or comprehensive list of all possible job responsibilities and duties. Accordingly, the responsibilities and duties of the jobholder might differ from those outlined in this Job Description and the other duties, as assigned, might be part of the job due to the organizational and operational needs.

Other Conditions

- Salary to be defined as per MSF Japan Salary Scale
- Social insurance coverage: Japanese government insurance (Health Insurance, Welfare Pension, Employment Insurance and Workers' Accident Insurance)
- Holiday: Saturday, Sunday, Japanese national holidays, and any other days specified by MSF Japan

Application documents (Please send all these documents)	1. CV, with your photo if possible (in English) 2. Motivation letter (in English) 3. 履歴書（和文・できれば写真付） 4. 職務経歴書（和文） 5. 志望動機書（和文）
Email Address	Please send the above documents to: hqhr-recruitment@tokyo.msf.org
Application Deadline	We will close the position as soon as we find the best candidate.
Note	Only short-listed applicants will be contacted. The selection process will start in order of application.