

Integration Specialist

Position Profile:

The Integration Specialist supports product implementations and consulting work, liaises with the development and support team to troubleshoot issues, and delivers operational requirements. This position plays a significant role in providing project support to the operations team throughout the engagement lifecycle and will be involved with several projects simultaneously.

The Integration Specialist is principally responsible for technical expertise during pre-sales, project and support engagements, in accordance with KSS Retail's standard methods of operation. Principal accountabilities are data manipulation, data modeling and analysis, report writing, user acceptance testing and technical support. In this capacity, the Integration Specialist will:

- Support the Project Manager in requirements capture and project management.
- Interface with customer before/after acceptance to allow a smooth transition from start-up to production support/maintenance.
- Influence product integrity, stability, revisions, product direction and evolution through maintaining an overview of all product issue across all projects;
- Provide a point of reference within the operations team for product features, their underlying principals, usage and capabilities.
- Assist operational staff in the successful technical delivery of projects to clients in line with defined business objectives;
- Interface with the development team and database administrators to ensure successful delivery of software to the operational environment.
- Providing support activities to the operations team and clients in the form of user acceptance testing, production of training materials, defect reporting and technical support.

Reporting directly to the Director of Technical Services, the Integration Specialist is responsible for supporting the successful delivery of pilot and implementation initiatives in accordance with KSS Retail's standard methods of operation, software/maintenance licensing, and the unique requirements defined by the

customer. He/She will take direction on day-to-day activities from the Project Managers responsible for the projects to which they are assigned.

Principal Accountabilities:

- ❑ Liaise closely with professional services staff to understand and qualify pricing process and guide early business model activities.
- ❑ Identify optimum product configuration and definition to meet client's particular software requirement and communicate this with client managers and development teams.
- ❑ Provide consultative support to client managers to ensure that client's operational considerations are considered and the product configuration fit these requirements.
- ❑ Identify enhancement opportunities with new areas of application for existing and/or potential new KSS Retail products.
- ❑ Monitor any changes in client's environment likely to have an impact on pricing process and/or KSS Retail software - log changes through the business models. Create, manage and maintain business models of client pricing processes.
- ❑ Implement internal KSS Retail operational procedures as required.
- ❑ Act as a mentor for new KSS Retail pricing analysts.
- ❑ Communicate closely and effectively with project and development teams.
- ❑ Understand software operation, functionalities, file formatting, and technical interface with other systems.

Position Requirements:

- ❑ Excellent understanding of relevant product and implementation process.
- ❑ Strong SQL and data analysis skills, including OLAP data cubes to analyse different dimensions of multidimensional data such as time series and trend analysis views.
- ❑ Experience of software delivery in a commercial environment.
- ❑ Strong time management skills and ability to respond well to time pressures and deadlines.
- ❑ Good communication and presentation abilities.
- ❑ Previous Project Management experience preferred.
- ❑ Degree in an IT or analytical subject preferred.