



## **Job Profile - Systems Super User – Job Grade 6**

### **Job Purpose**

Responsible for supporting the Directorate of Finance in using the ERP system and implement adequate internal controls.

### **Duties and Responsibilities**

#### **User Support and Training**

- Day to day administration of finance owned systems, and provide timely first line support, on the job training and troubleshooting solutions on the systems to users with reported financial system issues, in consultation with the IT specialist.
- Draft, maintain and make available system documentation, instructions and manuals for reference by users and provide training.
- Research and adopt best practices in own area of work, and maintain high level of knowledge in order to effectively.

#### **Reporting**

- Assist users with information needs, handling data from the system to produce tailor made reports.
- Understand and investigate accounting flows between reporting systems and the general ledger.
- Evaluate, implement, review and maintain major segments of accounting finance and reporting systems (user aspects).
- Assist users in continuously improving their business reporting and templates and attend to special information requests from management.
- Prepare, test (black box testing) and report on changes concerning reports.
- Design and use analytical reports for supporting the decision making cycle.
- Validate data integrity for reporting.
- Prepare mitigation reports and liaise with statutory auditors.

#### **Analytical Support**

- Review transactions log and report on any unusual user transactions.
- Perform analytical control procedure on log of transactions.
- Assist users to perform analytical review of accounting data and produce reports for management.

#### **Internal Control**

- Ensure that systems controls are maintained in line with mandatory/statutory requirements.

- Understand internal controls which are system driven, work with solution provider to ensure these are embedded in the system.
- Analyse and document financial control processes to enable integration and consolidation across key systems where possible.
- Implement adequate control procedures to maintain data integrity.
- Continuously monitor the effectiveness of system controls, and maintain adequate security to ensure users cannot tamper with the configurations.
- Review transactions logs as a back-up check to ensure system controls are operating as intended.
- Review of finance systems audit trail, follow up with users and take corrective actions.
- Implement auditor recommendation for improvements to system controls and liaise with solution provider accordingly.
- Implement adequate system backup procedures on site and off site and participate in recovery.
- Development and maintenance of the current and historical finance data warehouse.

### **Manage Access Rights**

- Manage user access rights to the accounting modules, ensure alignment with user duties and no conflicting access right, timely activation, change or deactivation of access rights.
- Develop and implement appropriate policies, procedures and templates for access rights control.
- Make recommendations to management for better internal control.
- Periodically extract user access rights report and submit to the Finance Director for review.

### **Data Integrity**

- Liaise with IT Specialists on corrupted data issues.
- Contribute to month/year end and full budget information requirements.
- Responsible for systems modification and data management.
- Validate data integrity for reporting.
- Review finance systems audit trail, follow up with super-users and take corrective action.

### **System Improvement/Development/Upgrade/Reconfiguration**

- Responsible for requesting and preparing systems modification (user requirements).
- Act as liaison between finance users and IT development team, including writing requirements for any system enhancements/new builds (user cases, not technical).
- Provide support regarding system configuration and code changes.
- Develop ideas for improving finance systems performance.
- Discuss with users, identify information needs and define new functional system requirements to serve users better.
- Oversee all system upgrades/modifications, reconfiguration undertaken by the solution provider or new finance system implementation and data migration and perform user acceptance testing.

- Review system performance and report to management and solution provider.
- Analyse and document financial control processes to enable integration and consolidation across key accounting systems where possible. In this regard and under the control of the Director (Budget and Finance), the systems accountant shall contribute to accounting structural issues in other accounting systems (e.g. accounting aspects of VIP), providing inputs into the general ledger.
- Ongoing development of finance data warehouse by storing and analysing current and historical data (user requirements).
- Research and adopt best practices in your own area of work, and maintain a high level of knowledge to effectively undertake the post's duties.
- Make recommendations on improvements to procedures.
- Design and implement process improvements to data flow, integrity and reporting to maintain data integrity and quality within agreed design principles.

### **Position requirements**

#### **Qualifications**

- Bachelor's Degree in Computer Science/ Information Systems/ Technology with a major in Computer Science/ Information Systems/ Technology and a minor in Accounting/Finance, or relevant equivalent degree.

#### **Professional Certification**

- Professional certification in an ERP or Accounting Software.

#### **Specialised Knowledge**

- Knowledge of an Enterprise Resource Planning (ERP) system and accounting system and related modules.
- Knowledge of accounting and related principles/concepts.
- Knowledge of system controls.

#### **Experience**

- Minimum of 7-10 years of similar work experience in the administration of an ERP system/ accounting system.

#### **Skills Requirements**

- Communication and presentation skills
- Interpersonal skills
- Networking and relationship building skills
- Organisational skills (planning, time management, work prioritisation)
- Research, analytical and problem-solving skills
- User of report writing softwares

#### **Competency Requirements**

- Capable of maintaining quality whilst working under pressure and adhering to deadlines.
- Conceptual and practical thinking.
- Customer focused.
- Decisive.
- Demonstrate ability to work independently and largely unsupervised.
- Maintain confidentiality and respectful of sensitive situations.
- Methodical and organised, with a high level of attention to details.
- Organisational awareness with an understanding of how to engage the organisation to get things done.
- Professionalism and adherence to good work ethics.
- Question conventional approaches and encourage new ideas and innovations for progress.
- Resilience and personal drive, self-motivation.
- Results and performance driven
- Team player