

Business Systems Manager

Acceleration provides unrivalled digital marketing consulting, managed and technology services to clients around the world. We have more than a decade of experience creating client focussed solutions that optimise Software as a Service marketing technologies, automate complex processes, harmonise technology and maximise our clients' return on digital investments.

With key offices in London and New York, Acceleration employs expert teams throughout North America, South America, Europe, the Middle East and Africa, and maintains strategic partnerships with industry leaders including Omniture, Google, DoubleClick, Exact Target, Aprimo and Epsilon.

We aren't your typical company. We do things that haven't been done before, and our employees are some of the best in the world when it comes to maximizing client return on digital marketing investments.

Acceleration's continued drive to become the pre-eminent Software as a Service (SaaS) marketing and advertising technology provider, has created the need for a Business Systems Manager reporting into an Operations Director

The Business Systems Group will focus on efficiency and productivity of all business systems and identify areas of improvement. This team will be headed up by an Internal Business Systems Manager.

Key objectives

- ▣ Deliver business systems that ensure ROI , directly impacts organizational profitability and drives process efficiency
- ▣ Drive continuous improvement, development and maintenance of Business Systems in order to support our business strategy

Reporting and Management Structures

- ▣ The Internal Business Systems Manager will report to the Operations Director
- ▣ The Internal Business Systems Manager will manage a team of Business Systems Engineers/Developers
- ▣ The Internal Business Systems Manager will work closely with the rest of the Operations team, (Business Enablement Manager and the IT Infrastructure Manager) and Departmental Managers.



Responsibilities

- ▣ Responsible for all existing systems
 - Maintenance - maintenance schedules and convenient scheduling
 - Redundancy – planning and scheduling
 - Support schedules
 - Upgrades to systems
 - Analysis and improvements of systems(ensuring documentation)
- ▣ Propose new systems
 - Constantly seek efficient solutions to business processes that are;
 - Cost effective
 - Efficient
 - Increase productivity
 - Research, investigate and formulate new solutions
 - Document, deliver and champion these solutions to stakeholders
 - Once signed off, drive these new solutions to delivery
- ▣ Operational
 - Coordinating a team of technical staff
 - Liaising with and directing contractors
 - Liaising with customers and suppliers
 - Support and guide groups of stakeholders in the analysis process
 - Responsible for Technical Solution Design based on Business Requirements
 - Compiling specifications for developers
 - Articulating business requirements to technical staff
 - Resolving complex technical issues
 - Project and Operational Management
 - Business Reporting
 - Implementation of best practices across a range of ICT disciplines
 - Formulation and implementation of change management procedures
 - Resource/capacity planning
 - Assist with responding to RFP's and RFI's
 - Mapping requirements to solutions

Competencies

- ▣ Tertiary qualification (Engineering, Business Science or BComm , all with IT/IS)
- ▣ A minimum of 5 years relevant experience gained within a technical environment
- ▣ Experienced in using Team Foundation Server as part of a SDLC (Testing, Bug Tracking, Automated Builds)
- ▣ Deep understanding of information systems, business processes, the key drivers and measures of success for the relevant business



- ▣ The ability to recognize structural issues within the organization, functional interdependencies and cross-silo redundancies
- ▣ Extensive experience planning and deploying both business and IT initiatives
- ▣ The ability to act as liaison conveying information needs of the business to IT and data constraints to the business
- ▣ Strong efficiency mindset
- ▣ Strong process driven mindset
- ▣ Appreciation of service culture

Please email us if you are interested in becoming 'Business Systems Manager'