

## ROLE PROFILE

<b>Job title</b>	Data Analyst CAFM	<b>Reference ID: W13184</b>
<b>Location</b>	Greenford	
<b>Reporting to</b>	Head of ICT	

## PURPOSE STATEMENT

To support and maintain CAFM System

## KEY ACCOUNTABILITIES

- To work with the business in the mobilisation of new contracts and the implementation of the CAFM system as part of the operational solution
- This is an operational role focused on ensuring that the asset and PPM data in JOBLOGIC CAFM system is accurately and consistently maintained to meet statutory and contractual standards.
- The CAFM Data Analyst will be responsible for configuring the application, directing technical change with third party software providers, maintaining documentation and providing a technical subject matter expert service to application and business stakeholders.
- Identifying and reporting key issues and developing action plans to resolve issues with the CAFM system
- You will also act as the go between Operations, Technical & Finance teams defining the best practice innovation and manage ideas through to implementation across the business.
- Responsible for administering Joblogic system, User Access Controls and Role profiles levels of authorities/access
- Own and communicate system issues effectively and provide regular updates to the business and application owners in a timely and effective manner
- Plan and execution of functional testing of new product released and coordination of business User Acceptance Testing effort where required
- Produce training guides and deliver "train the trainer" style training in accordance to change within the CAFM system
- Ensure the system is kept up to date and that new areas of functionality are understood throughout the business units to drive continuous improvement
- Produce reports with regards to support performance, risk, and system status
- Support technical initiatives including mobile device support / build of reports / software issues / SHEQ objectives within Joblogic CAFM System alongside the software Developers
- Recommend enhancements to the third party application
- Ability to liaise successfully with senior management
- Provide end user support and diagnose and resolve problems associated with bespoke applications.
- Automate monthly reports from bespoke applications

- Ensure there is minimal downtime to Lorne Stewart application whenever possible
- Maintaining existing applications and adding new features
- Client Integration to bespoke applications
- Support Tablets, Mobiles devices and CAFM legacy software

### **TECHNICAL SKILLS / KNOWLEDGE**

- Good working/troubleshooting knowledge of CAFM Systems
- Good working/troubleshooting knowledge of Asset Management Systems
- Good working/troubleshooting knowledge of Microsoft Excel and Macros
- Any SQL/database import and export knowledge would be a plus
- Able to gather relevant information systematically to troubleshoot, resolve issues and support the business units
- Experience of creating reports from raw data in Excel or Power BI
- Good understanding of FM business and processes
- Joblogic or a CAFM system knowledge would be a big plus.
- Any Android / IOS device support/training
- Good communication and interpersonal skills

### **QUALIFICATIONS / PERSON SPECIFICATION**

- 2 years+ experience in a similar role.
- Confident, flexible with an approachable team player who uses their initiative.
- Excellent communication and interpersonal skills.
- Self-motivated with a methodical approach to a busy workload.
- Be able to work to timescales and guidelines.
- Good analytical, problem solving and decision-making skills.
- Strong planning and organisation skills.
- Good attention to detail, testing and documentation
- Working in a Team environment

**Lorne Stewart Plc is an equal opportunities employer.**

**Closing date: 29 July 2022**

**If you are interested, please email your CV with the following reference number W13184 to [recruitment@lornestewart.co.uk](mailto:recruitment@lornestewart.co.uk)**