



IT SYSTEMS ANALYST

JOB DESCRIPTION

**DEPARTMENT:**

IT

**REPORTS TO:**Head of IT and
Systems**DATE OF LAST
UPDATE:**

January 2025

ROLE PURPOSE:

The System Analyst is a driving force behind Pennine Healthcare's mission to improve and save lives through the manufacturing and supply of life-changing medical devices. This role goes beyond systems and processes, it's about empowering the entire organisation to operate at its best. By designing, implementing, and optimising core business systems like ERP, CRM, and eQMS, the System Analyst ensures that every aspect of our operations is streamlined and effective. Through close collaboration with stakeholders and end users at all levels, this role helps unlock innovations and efficiencies that directly contribute to delivering world-class medical devices to those who need them most.

KEY RESPONSIBILITIES:**The main role and responsibilities will include:****System Implementation:**

- 1
 - Act as the go between for our business requirements and our software platforms.
 - Assist with configuration, customisation and implementation of software modules to meet business requirements.
 - Ensure software systems are validated in line with the companies QMS requirements and procedures.

Business Process Analysis

- 2
 - Collaborate with functional departments (e.g., Manufacturing, Procurement, Planning etc.) to understand and document various business processes.
 - Translate business processes into defined requirements for system implementations and enhancements.

Support and Training

- 3
 - Act as a point of contact for end users to resolve system related questions or issues.
 - Troubleshoot technical issue's and escalate to third parties when necessary.
 - Develop training material for end users and carry out training workshops too ensure effective use of the company's business systems.

Data and Reporting

- 4
 - Assist with data migration, integration, and validation during system updates or changes.
 - Create, modify, maintain reports for the system to meet end user requirements.

OTHER REQUIREMENTS:

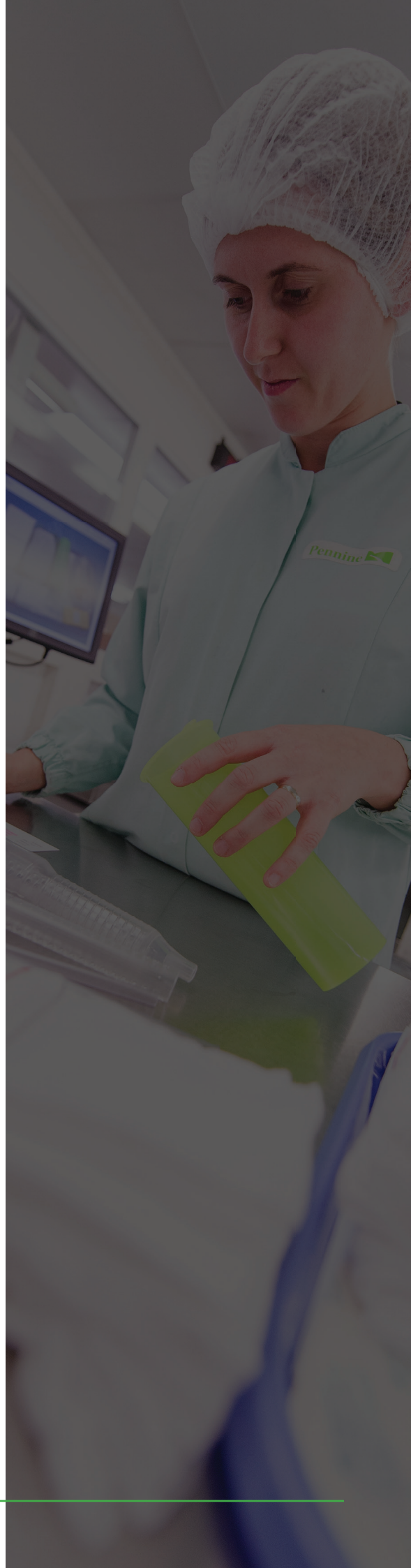
- Our operation is a 24/7 business, although this role fits with our core office hours, there will be an expectation at times to be flexible and work either evening hours, or weekends in order to support the provision of effective systems. For clarity, we expect this to be no more than an average of 4 times per year.
- Any other reasonable requested as designated by your manager or a senior leader.

RELATIONSHIPS:

WHO (Role)	RELATIONSHIP (liaison, reporting line, managers)
IT Systems Administrator	Liaison
Project Manager	Liaison
Finance/systems analyst	Liaison
Other senior leaders e.g. Head of Marketing, Head(s) of Sales	Liaison

LEADERSHIP/SUPERVISORY RESPONSIBILITIES:

- N/A



PERSON PROFILE: Experience, Qualifications and Role Specific Skills**Education / Qualifications:****Essential:****Preferable:**

- Computer Science, Business or IT/analyst related degree/training course

Work Experience:**Essential:**

- Experience with business systems and processes in a manufacturing environment
- Experience of process mapping or modelling business processes
- Proficiency in SQL, Report Development, Data Analysis

**Preferable:**

- Experience of working within a regulated industry is desirable
- Confident user of data visualisation tools (e.g. SSRS, PowerBI, Birst)

Professional Skills:**Essential:**

- An excellent communicator who can translate between technical and non-technical audiences
- A great problem solver with an analytical approach to innovative ideas and solutions
- Passion for uncovering commercial insights with data to contribute to business success

**Preferable:**