

JOB DESCRIPTION

Job Title: Data Technician Apprentice

Reporting to: Business Intelligence Manager

Job Role: Reporting to and taking direction from the Business Intelligence Manager in the support, maintenance and continuous improvement of the current SAP Business One system. Assist with SAP projects and administrative duties, as well as working with Business Intelligence Analysts to improve efficiencies in deliverables.

This is an apprenticeship role, linked to Level 3 Data Technician Apprenticeship scheme. The apprenticeship will last a total duration of 21 months; a practical period of 18 Months and a 3 Month end point assessment.

Apprenticeship Overview Knowledge and Skills:

- Learn how to source, format and present data in a secure and relevant way
- Communicate outcomes appropriate to the audience, analyse structured and unstructured data to support business outcomes
- Blend data sets from multiple sources and present in format appropriate to the task
- Apply basic statistical methods and algorithms to identify trends and patterns in data
- Apply cross checking techniques for identifying faults and data results for data project requirements

Job Responsibilities

- First line support for all SAP B1 related issues and queries
- Work with the BI Manager, BI Analysts and other individuals to drive continuous improvement of the current SAP Business One System across the Group
- Assist in the documentation of Business Intelligence processes
- Support the BI Manager throughout larger SAP B1 related projects
- Monitor and manage SAP B1 support tickets through the Freshdesk portal
- Monitor the currency and accuracy of all system data ensuring integrity throughout
- Regular housekeeping of redundant data across the Group
- Assist BI Analysts in updating regular reports across the Group when necessary
- Loading and monitoring of data in SAP B1, communicating gaps and resolving where needed

Required Job Skills:

- Good analytical skills
- English and Mathematics pass to GCSE level
- Computer literate with a good working knowledge of Excel
- Strong interpersonal and problem-solving skills
- Work well independently and within a team, ability to self-motivate and manage a large workload
- Good communicator, articulate, excellent troubleshooting skills
- Willingness to complete essential but more mundane tasks
- Proactive and positive attitude, with the ability to manage conflicting priorities Team