VACANCY NOTICE

JR#2450852 – Business Analysis Associate

Eligible Applicants
This Job Opening is available to eligible UNHCR staff members and external applicants. Candidates must be legally present in Hungary at the time of application, recruitment and hire.

Job Posting End Date
January 24, 2025

Hardship Level
H (no hardship)

Grade
GS6

Staff Member / Affiliate Type
General Service

Reason
Regular > Regular Assignment

Duties and Qualifications
Business Analysis Associate

Organizational Setting and Work Relationships

The Business Analysis Associate normally functions under the direct supervision of a (Senior) Business Analyst or (Senior) IT Officer. The incumbent helps ensuring the ongoing and overall end-to-end integration in the MSRP modules within the Area of Responsibility (AoR). System change requests are often in relation to policy changes or the re-engineering of procedures, or key initiatives. Tasks will include translation of business requirements into specifications for IT developers inside and/or outside of UNHCR. The incumbent will work closely with the supervisor and with colleagues from the respective Division towards enhancement and automation of business processes through the use of technology.
As needed, the incumbent will also assist the supervisor in analysis and testing of MSRP functionality changes within the AoR which may result from technical/image upgrades. S/he will assist the supervisor with day-to-day support to the users as needed.

All UNHCR staff members are accountable to perform their duties as reflected in their job description. They do so within their delegated authorities, in line with the regulatory framework of UNHCR which includes the UN Charter, UN Staff Regulations and Rules, UNHCR Policies and Administrative Instructions as well as relevant accountability frameworks. In addition, staff members are required to discharge their responsibilities in a manner consistent with the core, functional, cross-functional and managerial competencies and UNHCR's core values of professionalism, integrity and respect for diversity.

Duties

- Assist in gathering requirements for MSRP change requests within the AoR and in solutions and design for business process challenges, through the use of technology.
- Assist in re-engineering/enhancement of business processes or current MSRP module/functionality within the AoR, to ensure compliance with policies and administrative instructions, with the goal of improved efficiency for users through self-service/process automation.
- Interface with system design and development counterparts to finalize enhancement/change request specifications.
- If requested, provide quality assurance (pre UAT testing) of developed solutions.
- Assist in coordination of User Acceptance testing (UAT) and perform UAT as needed on behalf of the future system user.
- Assist in process improvement discussions within the AoR, looking for streamlining opportunities with a view of standardizing and simplifying processes and services.
- Prepare end-user training materials and assist in formulating training approaches aligned with the functionality being deployed.
- Assist in the implementation of new functions, coaching/training resources as related to the deployment of new MSRP functions within the AoR.
- Provide post-change follow-up and user support to ensure successful stabilisation.
- Support the identification and management of risks and seek to seize opportunities impacting objectives in the area of responsibility. Ensure decision making in risk based in the functional area of work. Raise risks, issues and concerns to a supervisor or to relevant functional colleague(s).
- Perform other related duties as required.

Minimum Qualifications

For G6 - 3 years relevant experience with High School Diploma; or 2 years relevant work experience with Bachelor or equivalent or higher.
NOTE: A completed and relevant minimum first level university degree (equivalent to BA or higher) shall count in full (100%) towards the required years of work experience. Priority will be given to eligible applicants meeting the full requirements.

Remuneration

In case of appointment, a competitive compensation and benefits package is offered.
G6 - Salary range: NET 806,457 HUF - NET 944,644 HUF.

Field(s) of Education

Not applicable.

Certificates and/or Licenses

Business Administration; International Relations; Information Technology
(Certificates and Licenses marked with an asterisk* are essential)

Relevant Job Experience

Essential
Work experience with IT systems and in business analysis. Prior experience with ERP. Experience in finding technical solutions and efficiencies for business process challenges. Involvement in change management initiatives in an international or multinational environment. Proven ability to deal with multiple tasks in a courteous and service-oriented manner in demanding working conditions that often have short deadlines.

Desirable
Working knowledge of standard desktop tools such as MS Office suite, advanced SharePoint, advanced Excel skills, and basic knowledge of Oracle SQL is an asset. Demonstrated ability to learn new software tools and methods of supporting business processes. Experience with Power BI and

Artificial Intelligence is an asset. Demonstrated ability to manage tasks to a target timeline. Experience with UN or International Organization rules/procedures and processes. Experience with UNHCR business functions and/or policies and practices.

Functional Skills

CO-Drafting and Documentation
IT-Business Analysis (BA)
IT-Computer Literacy
MG-Business Process Re-engineering (BPR)
MG-Change Management
MG-Project Management
TR-Training - Virtual and face to face
(Functional Skills marked with an asterisk* are essential)

Language Requirements

For International Professional and Field Service jobs: Knowledge of English and UN working language of the duty station if not English.
For National Professional jobs: Knowledge of English and UN working language of the duty station if not English and local language.
For General Service jobs: Knowledge of English and/or UN working language of the duty station if not English.

All UNHCR workforce members must individually and collectively, contribute towards a working environment where each person feels safe, and empowered to perform their duties. This includes by demonstrating no tolerance for sexual exploitation and abuse, harassment including sexual harassment, sexism, gender inequality, discrimination and abuse of power.

As individuals and as managers, all must be proactive in preventing and responding to inappropriate conduct, support ongoing dialogue on these matters and speaking up and seeking guidance and support from relevant UNHCR resources when these issues arise.

This is a Standard Job Description for all UNHCR jobs with this job title and grade level. The Operational Context may contain additional essential and/or desirable qualifications relating to the specific operation and/or position. Any such requirements are incorporated by reference in this Job Description and will be considered for the screening, shortlisting and selection of candidates.

Desired Candidate Profile

The ideal candidate has a good understanding of finance processes. experience of supporting finance processes in a mainstream ERP system like Oracle or SAP, including generating operational and statutory financial reports from ERP or a data warehouse using latest BI tools like Power BI, Oracle Analytics Cloud, Oracle Transactional Business Intelligence, BI Publisher, QlikView, Tableau, Microsoft Excel etc.

A foundational degree or academic qualification in finance, a power user of IT technologies, good experience in finance ERP systems, including good communication skills in English would be the right blend of competencies highly desired in the Business Analysis Associate.

The Business Analysis Associate will participate in a variety of system support tasks including documenting user requirements, communicating with IT and business partners, reviewing system changes and process designs, developing test scripts, executing test scripts, creation and modifying financial and analytical reports and dashboards, system validation and verification, co-ordination of new releases and upgrades and a host of other finance support tasks including creation of SOP documents, user guides and system instructions.

<u>BENEFITS</u>:

Annual leave: UNHCR staff members holding a fixed-term appointment will accrue annual leave at the rate of 2.5 working days for each full calendar months of service (i.e. 30 working days per year).

Pension system: Staff members holding a fixed-term appointment will become participants in the United Nations Joint Staff Pension Fund (UNJSPF).

Health insurance plan: locally recruited staff members in Budapest will be enrolled in the Medical Insurance Plan (MIP). The coverage is also optionally available for eligible family members.

Shortlisted candidates may be required to sit for a test. No late applications will be accepted. UNHCR is committed to diversity and welcomes applications from qualified candidates regardless of disability, gender identity, marital or civil partnership status, race, colour or ethnic and national origins, religion or belief, or sexual orientation. UNHCR does not charge a fee at any stage of the recruitment process (application, interview meeting, processing, training or any other fees).

Nature of Position:

Join our team and become a vital member of the Finance System Administration Section (FSAS) at the UNHCR's Global Service Centre in Budapest. Our team of dedicated business analysts and associates specialize in a wide range of critical tasks at the core of our accounting, finance and administrative operations. We place a strong emphasis on ERP systems reporting, knowledge of finance processes and analytical capabilities, providing crucial support to UNHCR's field offices and management across more than 130 countries worldwide. Your expertise and contributions have the potential to create a significant global impact!

The Finance System Administration Section (FSAS) teams span Budapest and Geneva and form an integral part of the Global Financial Service (GFS) team within the Division of Finance and Administrative Management (DFAM) in UNHCR. Our primary mission is to provide expert financial systems support services and ensure the continued relevance, efficiency, and alignment of UNHCR's ERP system and other relevant digital solutions with the current Financial Internal Control Framework (FICF) and Delegation of Authority and Role Provisioning (DOARP). Our section actively contributes to the regular monthly and yearly financial closure processes while also supporting financial reporting needs and solutions.

Within FSAS, the Financial Systems Support (FSS) team in Budapest assumes responsibility for various system support and reporting functions. As a Business Analysis Associate, you will report to a Business Analyst. Your primary role will involve supporting the ongoing and comprehensive end-to-end integration of ERP modules within your Area of Responsibility (AoR). Additionally, you will assist in the monitoring and support of integration of other systems connected to ERP, with guidance from the Business Analyst.

Your tasks will encompass translating business requirements into specifications for the Division of Information System and Telecommunication (DIST) and other support partners.
Collaboration with colleagues will be crucial as you work together to enhance and automate business processes through the use of technology, including advanced Excel, BI tools, SharePoint, and Artificial Intelligence. As necessary, you will also aid the Business Analyst in analyzing and testing ERP functionality changes that may result from technical or periodic upgrades, business requirements, design, process and related changes.
Finally, you will provide day-to-day support to users as required, helping to address escalated issues including managing internal documentation.

Additional Information

Candidates must be legally present in Hungary at the time of application, recruitment and hire.

In case you face technical issues with the system, please clean cache, cookies in your browser and try again. In addition, you could try to use incognito mode during the application process or use another browser. If none of the above solved the issue, please contact us hqbscapc@unhcr.org

UNHCR Salary Calculator
https://icsc.un.org/Home/SalaryScales

Application can be submitted here:

https://unhcr.wd3.myworkdayjobs.com/en-US/External/job/Business-Analysis-Associate---Finance---Admin-Application-Support_JR2450852

Closing Date

The closing date is 24/01/2025.