

Role Profile

Purpose

Developing technology specifications and ensuring that new technology solutions are designed for optimal access and usefulness, and leveraging existing technologies when possible.

Scope

Global

Location

Headquarters

Category

Employee

Department

Information Technology

Key Accountabilities

- Apply architectural and engineering concepts to design a solution that meets operational requirements, such as scalability, maintainability, security, reliability, extensibility, flexibility, availability and manageability.
- Identify the technologies to employ based on price, performance, service agreements and organization constraints
- Upgrade Corporate Application to latest releases of used products ensuring Dufry is getting value of best IT products features.
- Technically manage and own the software side of all Dufry corporate applications including the ERP solution – Dufry Core Suite Retail Solution
- Manage and supervise technically the outsourcing suppliers / development partners
- Responsible for all changes (functional and technical changes) in the corporate applications. Approvals of changes, technical documents are part of this responsibility.
- Able to carry out user management and support for users of these applications in validating change requests, addressing technical queries and other support related queries
- Interact and work closely with the Global Support Team for any production system issues that affect the software side of these applications
- Interact and work closely with Infrastructure team to coordinate any issues related to the infrastructure side of these applications
- Responsible for release management of all corporate applications
- Administration of these applications, such as reporting, technical monitoring, etc.
- Act as a technical mentor on the corporate applications in providing technical solutions such as performance optimization, roadmap to version upgrades, technical health assessment of applications, etc.
- Able to take ownership and be responsible for implementing process control in the software management in the areas such as change management, release management, etc.
- Ensure understanding and adherence to standard policies and procedures for the IT Community

Position in Organisation

SEE ORGANIZATION CHART (Page 2)

Potential Progression to

Global IT Corporate Applications Manager

Measures

Targets as per Corporate performance Appraisal and MBO Policies

Key Relationships

- Global IT Corp. Applications Manager
- Global IT Corp. Applications Specialists
- Consultants
- Business Project Managers
- Business Stream Directors

Additional or Local Requirements to Standard Role

As requested by the Global IT Corporate Applications Manager

Employee Conduct

It is the responsibility of every employee to contribute to a positive work environment through cooperative and professional interactions with co-workers, customers and vendors.

Person Profile

Experience

Required: University degree or equivalent in Engineering, IT or Computer Science, 10 years of working experience in software development and management covering all software phases in a medium/large organization. Professional or technical certifications

Specific Requirements

- Strong working knowledge and analytical skills in Microsoft SQL Server 2005 and MS .NET Web Application development environment
- Knowledge of Retail Processes would be an asset
- Working knowledge of MS Business Solution – Navigation or other ERP systems, SQL Server Analysis Services, and Micro strategy would be an asset
- Very process oriented
- Highly motivated
- Flexible
- Willing to work in pressurized situation
- Working as a team
- Strong communication and interpersonal skills

Languages

- Fluent in English
- Other languages would be considered an asset



SOLID

We consistently perform and excel in everything we do.



GLOBAL

We are unequalled in international scope and reach.



DELIVERY

We execute our mission to achieve solid financial performance through operational excellence.



FOCUSED

We place the customer at the heart of everything we do.