



## External/Internal Job Posting #10-2025

**Job Title:** Application Support

**Job Posting:** May 16, 2025

**Expiration Date:** June 6, 2025

### POSITION PURPOSE

The Applications Support role is a crucial position focused on supporting and enhancing EGLNG's core business applications and digital tools as the company transitions to an independent IT environment. This role ensures that all key software systems – including the Enterprise Resource Planning (ERP) platform, cloud-based services, business intelligence tools, and integrations (APIs) – are effectively maintained and aligned with business needs. The Applications Support professional works closely with end-users across all departments to troubleshoot issues, provide training, and optimize the use of applications for maximum productivity. Additionally, this role will drive the integration of new technologies (such as data analytics and AI tools) and foster a lean, responsive application support function post-separation, enabling EGLNG to leverage its software systems for efficient operations and decision-making.

### JOB FUNCTIONS

- **Business Application Support:** Provide day-to-day support for all core business applications, with primary focus on the ERP system (e.g. SAP or equivalent) and other critical systems such as finance, operations, and maintenance applications. Resolve user issues, answer functionality questions, and ensure minimal downtime or disruption in business processes related to these applications.
- **Cloud Services Administration:** Administer and support cloud-based productivity and collaboration platforms (for example, Microsoft 365 suite including Office, Exchange/Outlook email, SharePoint, Teams). Manage user accounts and permissions, troubleshoot access or performance issues, and ensure that cloud services are properly configured to meet company requirements.
- **Business Intelligence & Reporting:** Oversee the company's business intelligence tools and data analytics platforms (e.g. Microsoft Power BI or similar). Work with business units to develop and maintain dashboards, reports, and data visualizations that provide actionable insights. Ensure data accuracy and consistency across reporting systems, and help users interpret and utilize data effectively.
- **Application Optimization:** Collaborate with end users and department leaders to understand their workflows and needs and identify opportunities to enhance or better utilize existing applications. Configure system settings or minor workflows within software (where appropriate) to improve efficiency and recommend process improvements or new features that could be enabled to

add value.

- **Integration and APIs:** Support the integration of various systems and data sources by using or coordinating Application Programming Interfaces (APIs) and other integration tools. Ensure that the ERP system, databases, and other software can seamlessly exchange information (for example, integration between ERP and reporting tools, or between different departmental systems). Work with external developers or integration partners if complex integration projects are required.
- **AI Tools and Innovation:** Stay informed about emerging technological trends in enterprise software, including AI and machine learning tools. Identify and assist in implementing AI-driven solutions (such as predictive analytics, automated reporting, or intelligent assistants) that can improve operations or decision-making. Provide support and guidance for any AI or advanced analytics tools adopted by the company, ensuring they are well-integrated and accessible to users.
- **User Training and Documentation:** Develop training materials and conduct training sessions for end-users to promote effective use of business applications and new features. Create and maintain documentation (HOW-TO guides, FAQs, knowledge base articles) for supported applications, so that users have self-service resources and the IT team maintains knowledge continuity.
- **Issue Resolution & Vendor Liaison:** Act as the primary point of contact for troubleshooting application issues, working diligently to diagnose problems (whether they stem from user error, configuration issues, or software bugs). When necessary, escalate and coordinate support tickets with software vendors or external support providers (for example, contacting the ERP vendor's support for complex issues or logging support cases with Microsoft for cloud service issues). Ensure timely resolution and communicate status updates to stakeholders.
- **Application Management & Upgrades:** Plan and execute application maintenance activities such as patching, upgrades, and new module implementations. Test updates in a controlled environment before deployment to production to ensure compatibility. Coordinate with vendors and internal stakeholders to schedule upgrades or migrations (for instance, upgrading the ERP to a new version or migrating a system to the cloud) with minimal impact on business operations.
- **Post-Transition Setup:** Contribute to the successful separation of EGLNG's application landscape from the former corporate environment. This includes helping to migrate data and user accounts to new systems if needed, establishing new application hosting or cloud accounts for EGLNG, and ensuring all business applications continue to function correctly under EGLNG's standalone IT management. After transition, establish a lean support process (e.g. ticketing, issue tracking, change management) tailored to the smaller, independent environment.
- **Cross-Functional Collaboration:** Work closely with other IT team members



(infrastructure, cybersecurity, etc.) to ensure that application needs are met (for example, confirming network connectivity for cloud applications or security configurations for new software). Partner with business departments such as Finance, Operations, HR, and others to align IT solutions with business goals and to assist in any technology-enabled projects or initiatives.

**Note, retain wording:** *Additional* or other duties will be assigned from time to time by the line manager or supervisor as required to meet business needs including personal training and development assignment opportunities.

Your Job Description will be reviewed periodically to meet the needs of the Business.

## EDUCATION AND EXPERIENCE

Essential:

- EG National with a Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field. (An equivalent combination of education and experience in enterprise software support may be considered.)
- 5+ years of experience in IT applications support, business systems analysis, or a related role. A background supporting enterprise-level applications in a corporate or mid-sized company environment is required. Experience in the energy/oil & gas sector or with an LNG operation's software systems would be beneficial but is not mandatory.
- **Certifications:** Relevant certifications that demonstrate expertise in applications and support are a plus. Examples include ITIL certification (for service management and support processes), Microsoft Certified: Azure Administrator or Microsoft 365 Certified credentials, or ERP vendor certifications (e.g. SAP Certified Associate). These indicate a solid foundation in best practices and specific technologies.
- **ERP and Business Systems Knowledge:** Hands-on experience administering or supporting an ERP system (for example, SAP, Oracle, Dynamics 365, or similar) is required. You should understand core ERP modules (such as finance, supply chain, or maintenance) and be able to assist users with issues, basic configuration queries, and reporting needs.
- **Cloud Platforms:** Strong familiarity with cloud services and SaaS platforms used in a business context. This includes experience with Microsoft 365 (Office apps, Exchange Online email, SharePoint/OneDrive, Teams) administration. Ability to troubleshoot common cloud application issues and liaise with cloud support as needed.
- **Data & BI Skills:** Proficiency with business intelligence and reporting tools,



especially Power BI or analogous tools (Tableau, SAP BI, etc.). Capable of supporting data analysis efforts – for instance, by writing or understanding SQL queries, managing data imports/exports, or configuring dashboards. A solid understanding of relational databases and data integrity in the context of enterprise applications.

#### QUALITIES/ATTRIBUTES

- General understanding of APIs, web services, and system integrations. While deep programming expertise is not required, the ability to coordinate technical integration work and understand how systems exchange data (e.g. via REST/SOAP APIs or middleware) is important. Familiarity with basics of IT infrastructure (networks, databases, servers) to better coordinate on application deployments and issues.
- **Project & Change Management:** Skills or experience in project management or business analysis, especially related to software implementation or process improvement projects. Ability to lead or significantly contribute to projects like new system roll-outs, major upgrades, or process automation initiatives. Familiarity with change management procedures for application updates in a production environment.
- **Specific Software Expertise:** Direct experience with SAP ERP (or the specific ERP used by EGLNG, if known) is highly advantageous, including familiarity with its support processes or even basic configuration. Similarly, deeper knowledge of the Microsoft 365 ecosystem (such as SharePoint administration or Power Platform/Power Apps) would be a plus.
- **Analytical Tools & AI:** Experience with data analytics or statistical tools (for example, advanced Excel, SQL Server reporting services, or Python for data analysis) can be beneficial. Any exposure to AI or machine learning tools in a business context – such as using AI for data trend analysis, chatbots for support, or RPA (Robotic Process Automation) – would be considered a strong plus, as it aligns with the company's interest in leveraging AI tools.
- **Problem-Solving & Support:** Demonstrated experience in a support role with strong problem-solving skills – able to methodically analyze software issues, identify root causes, and implement solutions or workarounds. Should be comfortable using a ticketing system or support log to track issues through to resolution.
- **Communication & Interpersonal Skills:** Excellent customer-service mindset and communication skills. Able to work closely with end-users at all levels, understand their needs, and communicate technical information in clear, non-



<p>technical terms. Experience in gathering requirements from stakeholders and translating them into technical actions or system improvements.</p> <ul style="list-style-type: none"><li>• <b>Self-Reliance &amp; Adaptability:</b> Ability to work independently in a lean IT team environment. Proven adaptability to handle a broad range of applications and responsibilities. Must be organized, proactive, and capable of prioritizing multiple requests or projects, especially in a newly formed IT setup where processes are evolving post-transition.</li><li>• <b>Team Collaboration:</b> A collaborative attitude and experience working in cross-functional teams. Willingness to assist in other IT areas when necessary (given a small IT team, the Applications Support person may occasionally help coordinate with infrastructure or helpdesk tasks). A track record of building positive relationships with both technical colleagues and business users.</li><li>• <b>Knowledge of Microsoft Operating Systems, Office Suite and other Business Applications.</b></li><li>• Excellent communication skills, both verbal and written, with the ability to convey complex technical concepts to non-technical stakeholders.</li></ul>	
<b>PHYSICAL REQUIREMENTS/WORK CONDITIONS</b>	
<ul style="list-style-type: none"><li>• Work consists of unconstrained, seated office work.</li><li>• Work is performed in an air conditioned office environment.</li></ul>	
<b>EQUIPMENT OPERATED</b>	
<ul style="list-style-type: none"><li>• Standard office equipment (computer, printer, copier, etc.)</li></ul>	



**Important note:** In order to be considered for this job posting the candidates should comply with the following requirements:

- Be an Equatorial Guinean.
- Have a job demand card from the Ministry of Labor (Demanda de Empleo) if currently not working.
- Fill out the EG LNG Job Application Form (it can be downloaded from our website ([www.eglng.com/careers](http://www.eglng.com/careers)))
- Attach an updated Curriculum Vitae and documents or certificates to support educational attainment
- Copy of EG ID card or passport
- Certificate of good conduct issued by the community of neighbors.

The Human Resources contacts for these positions are:

Email: [eglngrecruitment@eglng.com](mailto:eglngrecruitment@eglng.com) or Telephone: 222-549-128

- All applications must be submitted electronically in a single PDF file to the following email address:  
[eglngrecruitment@eglng.com](mailto:eglngrecruitment@eglng.com).

The deadline for this posting is **June 6, 2025**. No application will be accepted after this date.