

**JOB DESCRIPTION FORM****Job Description:**Job Title: **Integration Mapping Specialist – Team Leader**

Job Code:

Department:

Location: **HCM**

Full time position x

Part time position o

Salary Grade:

**Primary Role of Position:**

The Team Leader is responsible for managing the workload and queue in their team.

The Team Leader must mentor and communicate effectively with the team and must ensure that the team meet pre-determined team goals and OLAs.

Team Leader must also engage in escalation from the Client Delivery Teams, when required. The Team Leader is responsible for coordinating training, work schedules and evaluation of the team.

**Responsibilities:****KRA 1: People Management (20%)**

- Support a team culture of proactive communication, knowledge sharing, problem-solving and efficiency
- Help guide team on complex scenarios that may be outside the norm.
- Manage team issues, blockers and conflicts.
- Monitor and continually develop staff skills and competencies
- Motivate employees and seek high employee engagement
- Maintain transparent communication, communicate information through team meetings, one-to-one meetings, and appropriate email and interpersonal communication

**KRA 2: Relationship management (5%)**

- Ensure proper communication to colleagues and customers
- Effectively manage or assist escalation of issues related to team responsibilities.
- Ensure team manages expectations towards Client Delivery Teams by setting correct and realistic delivery dates

**KRA 3: Process management (5%)**

- Ensure processes are followed and encourage continuous improvement
- Improve internal departmental procedures to streamline the efficiency and productivity and quality
- Ensure high data discipline to ease collaboration and reviews
- Set high quality standards

**KRA 4: Workload management (20%)**

- Effectively track and monitor daily new daily work and work that requires follow-up
- Ensuring that requests are handled within team OLA
- Daily review of work queues and handling tasks that will become overdue tasks
- Manage the team to achieve the global objectives assigned to their team.
- Weekly Review with Department Manager on Team Workload, OLA targets, Resources, and other Team Performance Indicators.
- Role based responsibilities

**KRA 5: Role Specific Work (50%)**

- Work with Internal resources to define and implement the mapping format of data exchanged between TrueCommerce's Translator and the customers ERP.
- Create and modify data mapping based on the customer's specifications and their business and operational needs. To include, adapting EDI Data flow to the customer's ERP for inbound integrations.

And adapting data to match EDI requirements for outbound data (such as invoices and ASNs) FROM the customer's ERP.

- Migration of data from customers test environments to production environment.
- Migration of data from a customer's TrueCommerce test environment to their production environment. PSD, IMT, TMO, etc
- Provide accurate and timely logging of problems and their resolution.
- Diagnose, document, and manage customer needs requiring other TrueCommerce technical resources during a deployment/migration.
- Provide regular status reports on current integration projects.
- Well-developed independent troubleshooting skills
- Consistent capability to independently manage workload and schedule
- Strong organizational and time management skills to manage scheduled appointments and customer needs
- Confident and independent decision-making skills to complete assigned tasks
- Strong logical ability to analyze and predict product implementation roadblocks and action items

**Requirements:****Experience years:**

- 3+ years client services, business to business, computer support/service
- 3+ years with Microsoft Office Suite, Windows Operating Systems, Internet Applications
- 3+ years of EDI experience is preferred
- People management skills and experience is preferred

**Skills:**

- People Management
- Cross Department Cooperation
- Analytical and problem solving
- Structured
- Dependability
- Sense of Urgency
- Technical Skills
- People Management

**Other Requirements:**

In addition to the above-mentioned Role Specific Competencies, all employees will be expected to demonstrate Core Competencies as determined by the executive leadership team and Human Resources. For a list of current Core Competencies, please see Human Resources.

Adaptability/Flexibility

Initiative/Innovation

Customer Focus

Values/Integrity

Results Focus

Teamwork

Willingness to work a flexible schedule between 8am-8pm.

Willingness to dedicate extra effort beyond standard working hours.

**Education/Training Preferred:**

- Bachelor's degree in IT, Computer Science, or related field

**Addition skills that are desirable:**

<b>Director</b>	<b>HR Manager</b>	<b>Requestor</b>
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