AngloAmerican

Real Mining. Real People. Real Difference.

MRM Systems Analyst
ROLE PROFILE

GENERAL CHARACTERISTICS			
Group function/ BU	Anglo American Platinum	**Date**	Dec 2015
Department/ Operation	Technical	**Job band**	GBF 6/11 - 09009800
Location	Corporate - Johannesburg		
Discipline/ Sub-discipline	Technical - Mining & Geological Service		

CONTEXT

Responsible for all MRM Systems related requirements gathering, quality assurance and product implementations within the MRM business environment

PURPOSE OF THE ROLE

The MRM Systems Analyst is responsible for all MRM Systems related requirements gathering, quality assurance and product implementations within the MRM business environment and to ensure the continuity of the MRM Systems applications. The MRM Systems Analyst coordinates and implements optimization initiatives while ensuring that standardization is retained.

Appreciation and understanding of the MRM Systems business and integration requirements and the associated business rules and dependencies within the MRM Business environment is vital for the maintenance and expansion of the Base Data Systems as well as the collation and reporting of production statistics and therefore outsourcing of the MRM Systems analysis and management is not an option. Therefore the MRM Systems Analyst has a huge responsibility to ensure continuity of the MRM Systems with no downtime allowed.

The time frame of work is 1 to 3 years but some plans will be on a longer timeframe.

WORK OF ROLE (INCLUDING AUTHORITIES AND OUTPUTS)

Work of Role	Output
MRM Systems with is aligned with Business Requirements • Gather Business Requirements at Meetings and user forums • Assist in documenting and optimizing of MRM Systems related Business process mapping • Maintain Business Process documentation • Initiate initiatives to align MRM Systems with business processes • Initiate, support and improve business and system related training for users • Maintenance of good housekeeping activities and identification and addressing of all SHE related risks • Oversight on monitoring of daily activities of end users and support staff • Management of oversight and execution of all site backup and restore activities • Oversight of monitoring and administration of all network activities • Ongoing risk assessment - business and systems activities • Management and oversight of Version control and approval. (Focusing on: Roll-out of product software and upgrades and alignment with adjacent Platform releases) • Orchestrating formal documentation, procedures and work instructions • Ensure that benefits are derived through standardization of business processes , and systems software • Investigate new technologies and identify possible future system improvements	

- Attend meetings and liaise with all stakeholders w.r.t. The MRM Systems infrastructure
- Manage operational and maintenance staffing
- Determining skills level, and training requirements of end users

Assist) in delivering MRM System related projects within   time, cost and performance
- Verify correct system utilization through system audits
- Monitor the MRM System related calls logged at service desk and the resolution of these calls
- Assist in resolving escalated MRM System related calls
- Develop and Maintain MRM Systems related training material
- Synchronize the Utilization of the various MRM Systems across sites through training and User forums
- Support end users of system
- Ensures that correct user profiles and systems access systems are maintained
- Manage the timeous response to all helpdesk requests and provide customers with feedback
- Monitor and improve a call monitoring system
- Identify training needs and assistance with formal and informal training of end users
- Monitor and report on system utilization

Optimize MRM System Utilization
- Coordinate with users to assist in testing of MRM Systems development
- Approve MRM Systems changes for deployment
- Monitor the enforcement of version control
- Monitor the scheduling and implementation of Back-ups and Disaster Recovery relating to MRM Systems
- Control Licensing of MRM Systems
- Enforce the terms of Service Level Agreements that are in place for MRM Systems
- Ensure that support processes are documented and implemented for MRM Systems

Well maintained MRM systems
- Member of the Project Steering Committee
- Ensures that the project achieves the expected benefits
- Ensures that the project is completed within the base lined cost, scope, time and quality
- Monitor the projects progress, costs and schedules.
- Review and sign-off project deliverables and milestones.
- Responsible for the resolution of business issues and determines appropriate business rules and alignment to Procedures and Standards
- Provide subject matter expert inputs
- To ensure that all MRM Systems projects meet functional specification and complies to standards
- Track project progress and manage schedule to deliver in time and within budget
- Ensure contractor competence through informal training
- Manage and supervise project managers
- Monitor implementation of planned maintenance schedules
- Trouble shooting and analyze current system
- Oversight of process to execute of scheduled backups
- Orchestrate the documentation of all systems procedures, standards and activities to meet the Procedures and Standards
- Liaise with vendors and other stakeholders w.r.t system maintenance
- Manage SLA's with outsource partners
- Continuous risk assessment
- Training of sub ordinates
- Performing administrative duties

Good Employee, Client, partner relationships
- Convene and facilitate user forums for MRM Systems
- Collect, collate and distribute information relating to MRM Systems in the form of reports
- Attend meetings related to the position and MRM Systems (Business Steering committees, Service Delivery, etc)
- Maintain discipline
- Develop and train sub-ordinates / colleagues to ensure training and succession plan is achieved
- Schedule and delegate work for team
- Liaise with outsource partners w.r.t system maintenance
- Establish and maintain value adding relationships with clients and suppliers
- Attend and represent MRM Systems at relevant User meetings

ROLE RELATIONSHIPS

Managerially accountable to	Principal Surveyor
Direct reports	Survey Systems Officer MRM Systems Analyst
Key internal role relationships	Survey Systems Officer/ Manager Business Improvement Principle Mining Engineer Coaching & Best Practice Senior Principal Mining Engineer New Mining Technology **Process Computing Team** • Coordinating efforts • Planning operations • Sharing resources • Problem solving • Management information **Operations** • Customer needs • SLA's **Human resource department** • Development and training **Corporate Office** • Standards • Strategic direction
External relationships	**Outsourced Partners** • Maintenance • Strategy • Standards • SLA's **Suppliers of hardware/software solutions** • Consultation • Maintenance • Support **R&D Companies** • Knowledge Transfer • Networking

	Professional user groups • Best practice • Keeping abreast of new technologies

QUALIFICATIONS	• Completed 3 years Degree/Diploma
EXPERIENCE	• At least 5 years general MRM related discipline work experience. • At least three years post qualification experience preferably in the organizations environment. •
KNOWLEDGE AND SKILLS	• Advanced Organisational Skills – Facilitation, Management, Leadership. • Competent in the operational processes and systems used in MRM. • Project management skills and experience.

BEHAVIOURS

Complexity Level –II: Service

The People Development Way

A1 - Broad scanning: Seeking and using the broadest internal and external view, beyond current issues and constraints	Demonstrates curiosity and interest about the mining industry
A2 - Setting direction: Setting clear direction and priorities and gaining support of others	Engages people and delivers plans
A3 - Leading change: Alerting and engaging people in the need for specific transformational changes in the way things are done in Anglo American	Implements change plans
B1 - Inspiring others: Energising, developing and enabling colleagues to succeed	Builds support
B2 - Collaboration: Building relationships and fostering cross boundary collaboration	Actively brings people together to deliver work
B3 - Impact and Influence: Deepening self awareness and applying influencing techniques that gain commitment and support	Understands self and is aware of own impact on others
C1 - Decision making: Evaluating information to make sound decisions to manage risk and to drive safe, reliable and sustainable operations and protect the licence to operate	Makes decisions using both a sense of what is correct and logical
C2 - Driving performance: Driving plan delivery, holding people and self to account	Sets high personal performance standards
C3 - Business acumen: Applying rigorous commercial and business thinking to decision making in order to generate value	Understands how value is created

ORGANISATION CHART

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                    Principal Surveyor



        Survey Systems          MRM Systems
           Officer                Analyst
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