Function & Department	*EMEA VAS*		
Role Title	**eProcurement Integration Specialist (Temporary)**		
Reporting to	**Rachel Strachan**	**Location (s)**	**Corby**
Grade	**TBC**	**Date and created by whom**	**27/09/2021 Rachel Strachan**

Role Purpose

The individual will be responsible for working with our largest customers globally, to support in the setup of an eProcurement relationship with RS Components. This would allow the customer to access our product offer via a Punchout catalogue or static content file, to place an eOrder and to receive an eInvoice working with multiple databases and areas of the business to complete this integration.

The individual will also support in any un-resolved support queries our customers or internal departments face to remove dissatisfaction or any manual workarounds.

Organisation Chart / Reporting Structure

Head of VAS EMEA Delivery
    Senior Delivery Manager – Procurement Solutions
        eProcurement Integration Specialist

People Responsibility

- *This role reports directly to the Senior Delivery Manager – Procurement Solutions*
- *There is no direct People Responsibility.*

Key Accountabilities

- *Manage the technical implementation projects of new eProcurement customers including planning, prioritisation and execution (setup, test, go-live).*
- *Create and distribute content files for eProcurement customers globally.*
- *Plan and manage regular refreshes of content files for our existing customer base, in accordance with the agreement RS has with the customer*
- *Analyse and interpret the data used within the eProcurement systems to supply our customers with static catalogue product data.*
- *Use Continuous Improvement techniques to accelerate the eProcurement process and to prevent issues occurring during the implementation period*
- *Manage technical implementations of other solutions including Punchout & eOrdering capabilities.*
- *Facilitate the technical journey to go live which includes set up of customer data in various systems e.g. SAP, SHAPE.*
- *Manage simultaneous customer integrations to agreed time scales and to a high standard.*
- *Ensure customer satisfaction, project timelines, accuracy, and efficiency in project completion*
- *Build strong relationships with our external and internal customers across the group and any supporting third parties / marketplaces.*
- *Work with third party providers to streamline our integration processes.*
- *Manage the eProcurement team's shared mailbox and act as appropriate.*
- *Develop and maintain operational knowledge of eProcurement standards and ensure RS is well positioned to support them.*
- *Provide support where needed to the eProcurement Application Support Analysts or Wipro in incident resolutions and service request management.*

Key Relationships

- *Large corporate / key customers*
- *Third party marketplaces (Ariba, Proactis, Coupa, Jaggaer)*
- *Third party vendors (Crimson, Tungsten)*
- *eSolutions and VAS Sales teams globally*
- *IT Operations Teams, e.g. eCommerce, SAP, STEP, WPC*
- *Digital development teams*
- *RS Customer Services (Customer Data Team and Shared Business Services)*
- *RS Accounts Receivable*
- *RS Central test and Middleware teams*

Person Specification

ROLE PROFILE

Review the competency framework and detail 4-6 of the core behavioural competencies and the level to be successful in this role and insert an X in the relevant box below.

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		Contributes Dependently	Contributes Independently	Contributes Through Others	Contributes Strategically
T h o u g h t	**Understanding the Business and its Customers**	X			
	Making complex decisions	X			
	Creating the New & the Different	X			
R e s u l t s	**Managing Execution**	X			
	Focusing on Performance	X			
P e o p l e	**Building Collaborative Relationships**	X			
	Managing Talent	X			
	Influencing People	X			
S e l f	**Self & Team Development**	X			
	Being Adaptable & Resilient	X			

Technical Capabilities
- *Experience of XML, XSLT, SQL*
- *Experience of internet protocols – HTTP, HTTPS, SMTP*
- *Experience of using an Oracle database*
- *Experience of using Shape (Internal RS System)*
- *Experience of Microsoft CRM*
- *Experience of SAP*
- *Experience using Excel, Talend and SQL Servers*
- *Knowledge of FTP*

Knowledge
- *eProcurement – Punchout, Content and eOrdering*
- *eProcurement marketplaces – Ariba, Proactis, Coupa, Jaggaer*
- *Internet based systems (Ideally the RS Web Site and RS eCommerce applications).*

Skills
- *Strong interpersonal and communication skills.*
- *Strong organisational and planning skills*
- *Strong troubleshooting skills*
- *Data analysis skills and the ability to interpret the results to improve our service, system and/or data*
- *Ability to work cross functional within a matrix organisation across multiple communication channels.*
- *Ability to influence, lead and execute change across multiple teams and markets.*

Desirable
- *Project management skills and experience, and the use of a structured delivery methodologies*
- *An understanding of agile methodologies*
- *Experience of working in a global business*
- *Experience with electronic BMEcat content standards and systems*
- *Experience with using e-proCAT*