

## Job Specification – Junior Functional Analyst Intern



ING's purpose is 'Empowering people to stay a step ahead in life and in business'. Every ING colleague is given the opportunity to contribute to that vision. We champion self-reliance and foster a collaborative and innovative culture. The Orange Code is our global manifesto for how we stay true to our purpose and our tradition of reinvention and empowerment. It is made up of **ING Values** (we are honest; we are prudent; we are responsible) and **ING Behaviours**: (you take it on and make it happen; you help others to be successful; you are always a step ahead). For us, success will only be achieved if we act with **Integrity**.

Some companies see diversity as a box to be ticked. We see it as fundamental to our success and we encourage a proper work/life balance. At ING, you'll only be judged on your performance in line with the Orange Code. And that's a promise.

### Core Information

<b>Job Title:</b>	Junior Functional Analyst Intern
<b>Business/Function:</b>	Wholesale Banking
<b>Department:</b>	HRIS & IT
<b>Line Manager:</b>	Alison Beech
<b>Core Hours of Work:</b>	Full Time 9.00am – 5.00pm
<b>Internship Programme</b>	9 month paid internship programme running from September 2020 to June 2021.
<b>Status:</b>	Temporary
<b>Required start date:</b>	September 2020

### Job Specification

#### Overview:

The Junior Functional Analyst will work within the HRIS & IT UK team, assisting the HRIS Functional Analysts with supporting the HR application (HR i-Sys) and reporting tool (Business Objects) throughout baseline and project tasks. They will also act as a first point of contact for the customer base by monitoring the support mailbox and taking calls to the support helpline, as well as carry out normal support duties.

This role would suit a candidate with basic experience of supporting a HRMS system and wanting to gain more experience towards becoming a Functional Analyst.

The HRIS & IT UK department consists of Functional Analysts and Technical analysts / Change Delivery Managers, who work to support the HR system used primarily for the Wholesale Banking and One Bank divisions of ING throughout Asia, US, UK and Ireland and Europe Network countries

#### Main Duties and Responsibilities of Role

- Working as part of the HRIS & IT UK Support team
- Supporting a customer base of users on general usage of HR i-Sys system and Business Objects
- Inputting and editing data in the HR systems whilst ensuring data integrity - including the ongoing development and monitoring of HR data quality and output of data
- Extracting data from the HR systems and providing local and regional reporting on a regular or ad-hoc basis, ensuring that the reporting and analysis requirements of the business are met. This will involve the use of programs including Excel, Access, SAP WEBI Business Objects and PeopleSoft as well as local dashboards.



- Reconciliations and analysis of reporting issues from customer base
- Monitoring the group support mailbox. This will involve responding to customers enquiries and working to resolve issues they raise, passing on relevant notifications to individuals within the team and filing other emails in the appropriate locations when no action is necessary
- Running and monitoring of processes within the HR system.
- Processing and filing security access requests. This will involve altering the permission lists and viewing/editing privileges of employees on HR i-Sys.
- Coordinating the signing/distribution/filing of service agreement / renewal contracts and invoices
- Notifying/reminding customers of scheduled and unscheduled system downtimes
- Completing and documenting the testing of changes being configured in the different system environments, making a note of issues encountered and notifying the relevant team.
- Scheduling meetings and taking minutes
- Performing general administrative tasks
- Documenting the specification requirements of your customer base, this may include change requests or new requirements. (under the supervision of your line manager)
- Provide authoritative advice on the use of HR systems and related business processes
- Act as Incident Requestor for technical issue tracking/resolution, and change owner for enhancement requests
- Proactively identify issues that will lead to process improvements
- Troubleshooting issues
- Baseline tasks – regular reporting towards customers, maintaining data integrity, security administration
- Providing email helpdesk and phone support
- Project support activities to specifically include; data extraction, data cleansing and data reconciliation, but also assisting the department head with presentations, agendas and workshop preparations for the ING HR Global Transformation programme.
- Working with the rest of the interns to put together 'meet the manager' sessions amongst the managers, networking events and product sessions.
- Thinking of ideas for charity events for the London office and taking them on and making them happen!

### Career Potential

This role provides an excellent opportunity to gain an introduction to working within the HRIS & IT function/department.

### Candidate Profile

#### Qualification/Education

**Essential:** A recent graduate or looking to do a university placement year.

#### Experience/Knowledge

**Essential:** Customer liaison experience  
Ability to build and maintain positive relationships with customers  
Problem solving skills and ability to gather business requirements  
Detail-oriented  
Working functional knowledge of PeopleSoft HRMS 8.9 or above, gained from at least 1 year hands on experience  
Experience of offering basic 1st line IT support through a support mailbox or telephone  
Ability to build and maintain positive relationships with customers  
Strong problem-solving skills  
An interest in IT.

**Desirable:** Knowledge of SQL for querying and data extraction

#### Personal Competencies

**Essential:** Someone who can work well as part of a team as well as own initiative, good time keeper and well organised.  
Good communication and interpersonal skills are required both for interaction between team members and customers.  
Good PC skills, including a working knowledge of Word, Excel & Outlook.  
Someone with a professional and confident manner.  
Good verbal and written communication skills.  
Approachable and friendly.



An organised and details orientated individual.

A team player who has the ability to develop strong relationships with clients, candidates and colleagues.

Someone who will also play a big part in the intern team and represent the department well.

Proactive.

Professionalism.

Ability to execute tasks independently and manage/prioritize workload.

Willingness to learn.

Click [here](#) to find out further information on this intern programme and how to apply