



Damuth Trane Position Opening

Job Title: Systems Analyst
Department: Finance
Reports To: CFO
Posting Date: 7/15/10
FLSA Status: Exempt (not eligible for overtime compensation)

PRIMARY ROLE

To provide *exceptional* customer service to internal and external customers by meeting customer needs and commitments through assistance in providing first line support to end users of Dynamics, WennSoft, SharePoint, and Doc-link; create and run reports to analyze business operations; validate data; and performing routine maintenance on the enterprise system.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Assist with Crystal and SharePoint Reporting, General Ledger training and support.
- Assist in the electronic distribution of financial reports and budgets
- Provide canned reports to be published on a recurring basis to the Intranet site
- Assist with ongoing global rollout of Dynamics/WennSoft/Doc-link/SharePoint.
- Special Projects and other duties as needed.
- Assist with upgrades to the Dynamics/WennSoft package as well as SharePoint and Doc-link as necessary
- Assist with roll out of customizations with the IT support staff
- Assist in automation tasks that are recurring for various business units
- Perform routine maintenance utilities
- Provide responsive customer service. Answer customer calls and IssueTrak tickets quickly and pleasantly.
- Import and export data into/from Enterprise System (i.e. budget, vendor extracts)

CUSTOMER SERVICE

- Provide responsive customer service. Answer customer calls and correspondence quickly and pleasantly. Communicate with customers in a friendly, professional, and patient manner.
- Perform all duties with the goal of building and maintaining long-term customer relationships.
- Immediately address any customer's concern. Request the involvement of other Company personnel as required. Notify Team Leader of any major concerns and the action taken to resolve it.

TEAMWORK

- Demonstrate and promote a spirit of cooperation and teamwork throughout the Company.
- Continually look for ways to improve our processes and ability to serve our customers effectively.
- Improve personal performance on a continual basis. Suggest training programs or other opportunities for improvement to Team Leader as they apply.
- Practice Shared Values

SAFETY

- Use safe work practices in the office and promote safe practices in the field.
- Notify Team Leader or Safety Director of any unsafe conditions.
- Proper PPE equipment must be used at all times within industrial facilities and in construction zones.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

- High School Diploma or equivalent required
- Bachelors Degree in Accounting, Finance, or Computer Science
- Experience with Great Plains Financials (General Ledger)
- Strong skills in Microsoft Office products with a strong emphasis on Excel
- Experience having assisted in a system upgrade or implementation and having helped define reports a plus
- Experience assisting in maintaining the accounting systems' chart of accounts
- Experience with SharePoint or SRS
- Ability to perform batch updates to data outside of the structured graphical user interfaces by using tools such SQL Query Analyzer.

SPECIAL SKILLS

- Excellent written and oral communication skills
- Ability to interact with all levels of management
- Self motivated and able to work with minimal supervision
- Ability to multi task and work with changing priorities in a deadline driven environment
- Problem solver with good attention to detail

PHYSICAL DEMANDS

- Ability to communicate effectively with others both written and orally
- Ability to pass drug screening.
- Able to prove U.S. Employment eligibility.

Consideration:

Please email (smirkle@trane.com), fax (757-558-9899), or mail resume or application and salary requirements to Human Resources.

EOE/AA, Drug Free Workplace