



## IT Business Services Analyst – WMS

### The Company

PD Ports is a leading UK ports business offering end-to-end supply chain solutions, employing over 1,200 people in the UK. With headquarters based in the North East of England, PD Ports owns and operates the UK's third largest port by volume, Teesport, and holds a portfolio of other Port and warehousing interests throughout the UK.

### The Department

The Group IT function is based on the Teesport estate and provides comprehensive support to the whole PD Group via 5 functional departments: Technical Services, Business Services, Change & Delivery, Governance and the Service Desk. The department has recently been restructured to ensure it can provide a high quality service to a business that has, in recent years, become heavily IT reliant in order to manage its systems, processes and external customer interfaces and to drive efficiencies and service improvements via IT based technologies.

### The Role

The Company is looking to recruit an IT Business Services Analyst. The role will be part of the Warehousing and Logistics Team, and will report to the Team Leader. The main purpose of the role is to help develop and support PD's Warehousing and Transport Management Systems. This post will entail working with fellow analysts and the continuous improvement teams to develop the system further. In addition to this there is a Linux and Oracle DBA aspect to the role which will entail assisting in the upkeep of our Warehouse Management applications. The successful candidate will provide assistance and advice with the aim of introducing efficiencies via IT based technologies. They will also provide up to date maintenance and documentation for IT support.

Key tasks will include:

- Provide 2nd line support for our WMS & Transport Systems
- Assist in developing / configuring these systems
- Linux duties including configuration and maintenance
- DBA duties (Oracle / MSSQL)

Other duties will include:

- Creating and developing interfaces (Oracle SQL)
- Creating and developing stored procedures (MSSQL)
- Creating reports and dashboards (SSRS, Oracle SQL)
- Problem management
- Provide solutions in line with Architectural principles and rules

### The Candidate

The successful candidate is likely to be educated to degree level in an IT subject and have an intrinsic knowledge of supporting systems. You will possess strong general IT support skills and be able to troubleshoot day to day issues as they occur. You will need to understand database/system architecture concepts and experience of Oracle / SQL is highly advantageous.

A good knowledge of technical applications and willingness to keep up to date with existing and forthcoming technologies is also a requirement. The ideal candidate will be proficient with supply chain applications and be able to identify and convert IT Business requirements into detailed technical specifications and work flow models. Any knowledge of Java/.NET Programming would be a distinct advantage as would any experience of warehousing and transport systems, although this is not a requirement.

Excellent communication and organisational skills, the ability to work under pressure and a methodical and logical approach to problem solving are a pre-requisite, as is a customer focused approach and an analytical mind-set.

**Requirements:**

- An understanding of the Linux operating system
- An understanding of database systems
- Good Oracle / MSSQL knowledge
- PL/SQL
- Report writing (SSRS etc.)

**Desirable:**

- Knowledge of WMS systems
- An understanding of programming languages e.g. Java, .NET, XML etc.

Excellent communication and organisational skills, the ability to work under pressure and a methodical and logical approach to problem solving are a pre-requisite. As is a customer focused approach and an analytical mind-set.

**Benefits:**

Salary: negotiable  
Company sick pay scheme  
Employee/employer contributory pension scheme  
25 days holiday plus 8 statutory  
On call allowance scheme

If you have the necessary skills, enthusiasm and attitude to undertake this role please submit your CV/a cover letter to:

**Group HR Department  
PD Ports  
Queen's Square  
Middlesbrough  
TS2 1AH**

Or alternatively via e-mail: [hr.admin@pdports.co.uk](mailto:hr.admin@pdports.co.uk)

**Closing Date: 22<sup>nd</sup> January 2021**