

Invoice to Pay (I2P) System Analyst

Job ID: 201910-129557

Job Function

IT Business Process Management,
Consulting and Support

Location

Petaling Jaya
Selangor
Malaysia

Schedule

Full time

Job type

Regular

Company/Division

Pharmaceuticals

Job Level

Individual contributor

The Position

Key Responsibilities

- Attend to end user queries related to I2P and follow-up on from inception to closure of all tickets.
- Assist end-users with general use, navigation, functionalities and processes queries relating to I2P.
- Resolve Invoice verification issues (eg. user determination issues). Escalate to relevant team when required.
- Workflow monitoring and reassignments to ensure approver are correctly updated in the system.
- Analyze ,document and process change request received. Monitor and coordinate testing and update the relevant documentation.

Key Responsibilities (General)

- Drive development and changes in systems and process improvement initiatives, regionally and globally. This includes reviewing updated process documentation.
- Maintaining strong and positive working relationships with affiliates and key business areas to build partnerships for understanding and opportunities.
- Communicate and collaborate proactively with business users, GBPM, IT and management to resolve issues.
- Ensure quality and accurate delivery of services within agreed key performance indicators (KPIs) and as defined in the Service Level Agreement (SLA) and SOPs of the respective business sub-process.
- Other tasks that may be assigned from time to time.

Requirements

- Strong understanding of SAP technology (eg. I2P), workflow systems and best practices a plus.
- Very good functional knowledge about Finance & Procurement processes, particularly in Accounts Payable
- Strong ability to prioritize and organize work effectively, adhere to tight and established deadlines.
- Excellent written and verbal communication skills.
- Possess excellent attention to detail; excellent analytical, research, and reconciliation skills.
- Demonstrated communication skills with a focus on customer service.
- Proficiency in English with good communication skill, both written and verbal.

Qualification and Experience

- Bachelor's degree in Accounting or Finance preferred.
- Minimum 2 years working experiences in the related field, preferably in Accounting or IT.

Who We Are

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