

Position Title: Application Support Specialist, WorldWide Item Management

Position Location: Alexandria, VA
Reports to: WIM Integration Manager
Supervisory Responsibility: none
FSLA Status: Exempt
Date Prepared: 08/22/03

Position Summary

The WIM (WorldWide Item Management) Solution provides mission critical item synchronization services such that manufacturers and suppliers have a secure way of delivering product information to retailers in a clean and consistent manner. It is a streamlined process whereby updates to existing products and new product information are automatically routed to concerned retailers without any manual intervention. The Application Support Specialist is responsible for the continuity of the supplier and local catalogue provider data integration and production content upload processes and operational support of the WIM production applications. Serving as an interface between local catalogue provider, supplier and retailer implementation teams and content operations, this position is responsible for the scheduling of environments and operational processes that support data integration with customers, other data pools in the GDS (Global Data Synchronization) network, and the Global Registry. Requires excellent attention to detail, strong analytical skills, expert level of understanding of e-procurement products and technical knowledge of spreadsheets and database concepts.

Core Values

All WWRE team members are expected to work in alignment with the WWRE's Core Values:

- ❑ **Collaborate:** Work together as a team, internally and externally
- ❑ **Communicate:** Communicate clearly, consistently, and directly – both internally and externally
- ❑ **Consistency:** Live our vision, objectives, measurements, and repeatable best practices
- ❑ **Confidential:** Maintain impartiality, neutrality, and honesty in our dealings with one another and our customers

Responsibilities:

- Install, test, and deploy upgrades and patches to the WIM packaged software components.
- Assist with quality assurance and testing of the WIM solutions, test strategy definition and execution of the test plans.
- Design and implement changes to packaged software configuration.
- Coordinate efforts with the WIM customer implementation team members - for the accurate production of supplier content into the WWRE hosted catalog, providing research analysis as required.
- Support the WIM customer implementations by assisting with network connectivity, technical data mapping, testing, and data validation.
- Provide timely and effective application support for the WIM Solution, as it pertains to transfer of data, upload/download of data, maintenance of data, application monitoring, problem diagnosis, and problem resolution. Critical components include scheduling, application security administration, application testing, integration troubleshooting and support for data uploads and downloads.
- Track and analyze all incoming supplier content to include catalog updates.
- Work with WWRE Systems and Network Control Team to monitor application and operations environment status to ensure customer service levels are met.
- Work with Exchange database administrators and technology architects to ensure the database is optimally tuned for performance.
- Provide support for the application software components in the various WIM environments – development, staging, mock, and production.
- Work with the WWRE Change Control team to coordinate the deployment of critical changes to WWRE applications and testing of production systems.

- Work with the WWRE Help Desk and Systems and Network Control Team to modify and optimize support process and procedures.

Travel Requirements:

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Skills and Expertise:

- Good analytical skills
- Exceptional attention to detail and accuracy
- Understanding of XML and related tools.
- Ability to prioritize and to be able to handle multiple projects simultaneously; self-starter
- Excellent oral and written communication skills. Can effectively process technical data and communicate to appropriate parties in a meaningful way to facilitate the implementation of accurate electronic content.
- Practical experience with Unix scripting
- Hands-on experience in software configuration/deployment.
- In-depth experience with i2 Content Exchange and Discovery configurations, explore database layer.

Globalization and Language Requirements:

- Previous Experience working for a global organization or living abroad

Education and Experience:

- Experience with quantitative market analysis tools (e.g.,databases / spreadsheets), specifically MS Access and Excel
- Internet and online services experience a significant plus. .

What would determine success in this position?

To perform this job successfully, an individual must be able to perform each duty satisfactorily and independently, and sustain such performance indefinitely. This list is representative of the knowledge, skill, and/or ability required.

- Understanding of information databases
- Familiarity with i2's suite of tools a plus

Accommodations:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.