

In Norbrook we pride ourselves in being one of the top companies in Northern Ireland and one of the top veterinary pharmaceutical companies globally. We develop & manufacture veterinary medicines, supplying products to 120 countries globally. With a strong portfolio of existing products and significant investment in R&D to launch new products annually, we have opportunities for individuals to join us and develop their career in a global company.

Our business strategy is supported by our Values – Customer Value, One Team, Results Driven, Excellence, Innovation, and Quality – and we support our employees to live the behaviours that creates our culture. Our on-going success is based on the expertise, knowledge and innovation of our employees. If you are interested in joining our team here at Norbrook and supporting our vision, then apply for this role.

Job Overview

- Provide Systems Analysis, Design and Programming to support changes to the ERP Applications (as a result of Incident response, non-standard change, or project related change).
- Provide Business Analyst Support in relation to ERP Modules and Components – in the support of process reengineering / process improvement.
- Provide effective incident, service request, problem and change management to end-users at agreed service levels for these systems.

Main Activities/Tasks

- Systems Analysis, Design and Programming to support changes to the ERP Applications (as a result of Incident response, non-standard change, or project related change)
- Provide Business Analyst Support in relation to ERP Modules and Components – in the support of process reengineering / process improvement.
- Design and Development using a variety of IBM Technologies (e.g. RPG, ILE, SQLRPGLE, DB2/400)
- Support resolution of ERP related incidents, problems, service requests and change requests – working to agreed service levels.
- Monitor critical ERP Related services to ensure events are pro-actively managed and service downtime minimized.
- Identify and resolve system support issues following agreed procedures.
- Facilitate service recovery after an incident is reported or identified.
- Provide advice and guidance to users around IT service use and adoption to ensure positive user outcomes.
- Develop and maintain support documentation including knowledge base and configuration documentation following agreed procedures.
- Support service improvement efforts to improve day-to-day service performance and IT responsiveness to end-users.
- Complete all work in accordance with GxP requirements (GMP, GLP, GCP and GPvP) and any required standards using the appropriate SOPs, methods and tools.
- Any other duties deemed necessary by management.

Essential Criteria:

- Third Level Qualification in Computer Science, Information Technology or related subject(s) or equivalent work experience.

- Minimum 5 years working as a Senior Analyst Developer using IBM System-I (AS/400) Technologies and Programming Environments (RPG, ILE, SQLRPGLE, DB2/400)
- Experience of general business analysis / systems analysis.
- Demonstrates a systematic, disciplined and analytical approach to problem solving.
- Demonstrates excellent inter-personal skills and confidence dealing with end-users.
- Demonstrates a high level of responsibility and ownership of technical and customer service issues.
- Proven ability to work unsupervised individually and as a member of a team to agreed service levels.
- Good communication, time management and organisational skills.

Desirable Criteria:

- Have a working knowledge of TCP/IP and FTP on IBM System-I;
- Have used IBM OS Operations Navigator;
- Have a good knowledge of the IFS on IBM System-I;
- Experience working in a manufacturing or pharmaceutical or regulated environment;
- Experience working with third party IT service providers;
- Experience working as a Business Analyst
- Proven ability to work unsupervised individually and as a member of a team to agreed service levels;

Location: Newry, Co. Down

Remuneration: Salary Attractive

Benefits: Company Pension Scheme, 31 days annual leave, Wedding Leave, Employee well-being initiatives, Company Sick Pay, Employee Assistance Programme, On-site free parking, Canteen Facilities, Employee Perks scheme.

Contact: The Human Resources Department

Norbrook Laboratories Limited employs a workforce with members of all sections of the community and is committed to appointing people purely on the basis of merit. In accordance with our equal opportunities policy we would particularly like to welcome applicants from the Protestant Community.