



Staff Specialist Processes & Tools

Job description

In your new role you will:

- User Management support and training:
 - Validate & setup user account access, ensuring correct access rights are given to users based on the need-to-basis
 - Conduct user trainings and prepare documentation in the area of business process and tool operations
- Process approver matrix maintenance
- 1st Level Operational support
- Troubleshoot process and tool related user issues
- Coordination with business users and central functions
- Functional update to stakeholders
- Regional voice reflection and resolution
- Support process Owners to ensure process rules are followed
- Compliance, Drive alignment and coordination between multiple stakeholders and ensure business compliant issue resolution
- Support audit (internal & external) and internal Control
- Support improvement projects and change request management:
- Project deployment: support UAT for periodic releases and tool upgrades, testing, training, change management and stakeholder management
- Regional process and tool change request communication
- Project management (regional projects)
- Reporting tool (CEBIS/DISTRICT/DRAGON) interface to global owner,
- Coordinate training requests for the region
- Liaise reporting topics and prepare Adhoc reports & dashboards. (Excel, Access, PPT, and Business objects)

Profile

You are best equipped for this task if you have:

- Master or Bachelor degree in computer science, information system or business discipline
- At least 2-5 years' experience in business process and tool support with in depth knowledge in Microsoft Dynamics CRM
- Excellent skill in using analytical tool such as Power BI, Tableau, Business Objects, Excel VBA etc
- Knowledge of IT, operations and logistics is desirable.
- Strong customer orientation and Interpersonal skills and ability to engage different stakeholders within a complex matrix org and derive conclusions and proposals based on alignment with various internal & external stakeholders
- Quickly learns business and complex processes, along business domains in support of projects
- Excellent presentation and rhetoric skills in English
- Work experience in multi-cultural teams / international environment

At a glance

Location: **Shanghai, (China)**
Job ID: **352187**
Start date: **as soon as possible**
Entry level: **5+ years**
Type: **Full time**
Contract: **Permanent**

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Personal characteristics: Good learner, self-motivated, proactive, accountable, energetic, creative skills, problem solver, team player

Benefits

- **Shanghai, :** Coaching, mentoring networking possibilities; Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Flexible working conditions; Medical coverage; On-site social counselling and works doctor, in Wuxi only.; Provision of health tips, health knowledge sharing, annual medical check; Employees in Shanghai are entitled to use a gym located close to the office for free; On-site canteen, in Wuxi only.; Private insurance offers in some sites.; Wage payment in case of sick leave; Corporate pension benefits in some sites.

Why Us

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