

Job title	System Analyst
Experience	1yr
Report to	CTO
Company	Ezyhaul Sdn. Bhd.
Work Location	<i>Bangsar South, Kuala Lumpur</i>

About Ezyhaul

Ezyhaul is a rapidly growing technology company in South Asia focused on transforming the road freight industry. Our online, on-demand freight exchange platform connects shippers with pre-qualified and reliable domestic carriers who have unutilized capacity on their trucks.

Ezyhaul's vision is to transform the world of transportation logistics by building an ecosystem around shippers, transportation companies, authorities, and third-party service partners. Connected through the Internet of Things and driven by data analytics, we will empower all our partners in the ecosystem.

Headquartered in Singapore, we have successfully launched our product and services in Malaysia, Thailand, India, Philippines and United Kingdom, will be expanding operations later this year to other countries.

Job Description

Ezyhaul is looking for a System Analyst who will be conducting systems analysis, writing business requirements, and supporting enhancements existing applications. Additionally, it involves evaluating our business processes and driving efficiency and process improvements through the application of systems tools and/or automation.

In this position, you will be working as a team member on an existing Agile Scrum team with an opportunity to transition to a scrum master role with qualifying experience. This is a great opportunity to work closely with various departments, manage projects, and to learn the skills required by the business and technology world!

Duties and Responsibilities

- Work directly with business units and clients to implement, support, and integrate technology in Ezyhaul Digital Freight Platform (DFP) and other business applications
- To prepared detail business requirements for development team.
- Coordinate periodic and ad hoc system upgrades, perform testing, write user acceptance scripts, resolve errors, and document/publish release notes to end users
- Maintain a repository of help documents, and FAQs by creating user guides, working with the Service Desk to publish knowledgebase articles
- Develops training materials, FAQs, Wiki, and processes, and conducts end-user training
- Monitor DFP and other business application health and engage with level 3 support for various support and maintenance tasks
- Troubleshoot and resolve day-to-day operational issues, including but not limited to resolving service tickets as submitted within service-level agreement timeframes and managing standard and ad hoc report requests, etc.

- Documents all processes and system environments for assigned business systems
- Ensures current test environment is maintained for supported applications
- Create necessary reports as required by business needs
- Participates and supports team projects, security initiatives, and on-call rotation for technical support
- Maintains in-depth knowledge of Ezyhaul DFP and other assigned business systems
- Help the scrum team implement process improvements.
- Assist the scrum team in improving cross-team communication and coordination in general.
- Review release documentation to ensure traceability
- Manage business context and pressures around quality and time to market
- Serve as central point of contact between IT and other business units within the organization
- Perform other duties as assigned

Qualifications

- Bachelor's Degree in Computer Science, Information Technology, or a related
- Certified Scrum Master (CSM) certification or prior Agile/Scrum experience is a plus
- Must have strong analytical and problem-solving skills
- Attention to details is a MUST
- Logistics industry experience is a plus
- Advanced excel skill and sql experience is a plus
- Experience in Web, Mobile, and API user acceptance test
- Continuous improvement - Must be constantly growing, learning new tools and techniques, and sharing these among team.
- Strong organizational skill with the ability to adapt to short deadlines in a fast-paced, time sensitive projects.
- Excellent verbal and written communication skills. Must be comfortable and effective communicating with individuals and teams including other stakeholders as needed.