



INTERNATIONAL APPLICATIONS ADVISOR

DEPARTMENT: International Applications Advisor
REPORTS TO: International Applications Support Team Lead
STATUS: Full time
UPDATED: February 2022

SUMMARY

GameStop is a global multichannel video game, consumer electronics, and wireless services retailer with over 5,000 stores worldwide. GameStop is committed to providing a family of specialty retail brands that makes the most popular technologies affordable and simple. The International Shared Services Group is located in Swords, Co. Dublin is growing its footprint and looking to employ diverse people who are committed to their own growth and to delivering exceptional service to GameStop's internal customers.

The company culture is entrepreneurial, fast paced and dynamic and this role would fit someone who has excellent multitasking and time management skills. The International Applications Advisor (IAA) will be responsible for providing support to our subsidiaries in four regions representing six countries globally. You will be supporting a range of Enterprise, eComm, Loyalty, CRM and Shipping Applications that are core to the GameStop International business and you will be a key member of this young and evolving team.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES*

The International Applications Advisor role will be responsible for optimizing the usability, performance and efficiency of key business processes both by collaborating with end users and analyzing the existing systems. Your duties as an IAA will include; responding to system operation queries, documenting system issues and finding the best possible solution. The team of application advisors work closely with the BA, QA and development teams in addressing critical business issues that are impacting customer experience. The right fit for this role will be a committed technology savvy person who can utilize creative thinking and problem-solving skills to address issues. Experience working with eComm Applications will be a distinct advantage.

The role will be measured by the issues that they are able to address independently, the value that they deliver to the team, the satisfaction of the supported user groups and the ability to create and sustain key relationships with business stakeholders and with their peers in IT.

SKILLS & ABILITIES

- Initiative, with the ability to work independently or as part of a team.
- Strong problem solving and analytical skills with a 'can do' attitude is vital.
- Excellent communication skills with a friendly empathetic demeanor
- Relationship building skills and confidence to speak to all levels of the business
- Ability to translate business requirements into technical information.
- Business process development or improvement.

PREFERRED QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree or relevant recent experience.
- Strong knowledge of Databases, like SQL Server, MySQL, etc. desired.
- Experience with e-commerce, ERP or CRM systems is desirable.
- Experience and knowledge of warehouse processes is a distinct advantage.
- 1+ years' experience in a similar role required

The role is Dublin based in Swords. There will be occasions (holidays/show-stopper issues) when flexible working hours will be required.

* GameStop and its affiliated businesses reserves the right to change job descriptions at any time based on business conditions/need, which includes expanding this job's responsibilities and assigning additional duties consistent with the position's purpose. Reasonable accommodations may be made to enable individuals with disabilities to perform required job duties and functions. While performing the duties of this job, the employee is occasionally required to walk; sit for long periods of time; use hands and fingers to handle small objects, or feel objects or controls; reach and stretch with hands and arms; balance; stoop; kneel and crawl under desks or in confined spaces; talk and hear. The employee must regularly lift and or move up to 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, the ability to look at the computer screen for extended periods of time, and the ability to adjust focus.