Position: JDA/BlueYonder Admin

FACTSPAN

📍 **Bengaluru, Karnataka**

Factspan Overview:

Factspan is a pure play data and analytics services organization. We partner with fortune 500 enterprises to build an analytics center of excellence, generating insights and solutions from raw data to solve business challenges, make strategic recommendations and implement new processes that help them succeed. With offices in Seattle, Washington and Bengaluru, India; we use a global delivery model to service our customers. Our customers include industry leaders from Retail, Financial Services, Hospitality, and technology sectors.

Role Overview

We are seeking an experienced JDA Administrator with a strong background in managing enterprise applications to join our offshore team. The ideal candidate will be responsible for overseeing the performance, upgrades, patching, and security of JDA or similar enterprise applications. Healthcare domain experience is a plus.

Key Responsibilities:

- Administer and maintain JDA or other enterprise applications in a production and non-production environment.
- Perform patch upgrades, version updates, and other maintenance activities to ensure system stability and performance.
- Monitor application performance and availability; troubleshoot and resolve application-level issues.
- Manage user access and security roles, ensuring compliance with internal policies and best practices.
- Conduct validation and testing of patches and upgrades in coordination with relevant stakeholders.
- Collaborate with infrastructure, database, and application development teams to resolve issues and implement improvements.
- Create and maintain system documentation including standard operating procedures, upgrade plans, and incident reports.
- Participate in regular system audits and implement corrective actions as necessary.
- Support disaster recovery and business continuity efforts.
- Work in an offshore capacity with flexibility to overlap with onshore team hours as needed.

Key Skills:

- Minimum 5 years of experience in enterprise application administration, preferably including JDA or similar systems.
- Solid understanding of application patching, upgrades, performance monitoring, and security management.
- Familiarity with Windows/Linux server environments, database concepts (Oracle, SQL Server), and ITIL practices.
- Strong analytical and problem-solving skills.
- Effective communication and collaboration skills in a remote work environment.

Required Qualifications:

- Prior experience working in or supporting applications within the Healthcare domain.
- Exposure to ITIL-based service management tools (e.g., ServiceNow).
- Basic scripting skills (Shell, Python, or PowerShell) for automation and monitoring is a plus.

If you are passionate about leveraging technology to drive business innovation, possess excellent problem-solving skills, and thrive in a dynamic environment, we encourage you to apply for this exciting opportunity. Join us in shaping the future of data analytics and making a meaningful impact in the industry.