

## Central Retail IT Support at Vivo Energy

[Apply Now](#)

Company: JobWebKenya

Location: Kenya

Category: other-general

### Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Vivo Energy is the Shell licensee in 16 countries in Africa. We are proud to offer our customers the very best of Shell's high quality products and services – including supply reliability, technical expertise and unmatched customer service – in the countries where we operate. In doing so, we have in place industry-leading health and safety standards, and are committed to delivering Shell's fuels and lubricants in an environmentally and socially responsible manner. A joint venture between Vitol (40%), Helios Investment Partners (40%) and Shell (20%), Vivo Energy represents a unique combination of resources, experience and expertise.

### Job Purpose:

Provide End-to-end technical support for retail automation solutions across all OUs. This includes SLA management, vendor performance management, release management, analytics, and solution architecture support for local and central project teams.

### Main Accountabilities:

In charge of ensuring the integrity of the Automation Solution and infrastructure (Telecom, Solution, DOMS, FCC (ATG), Tagging, POS, Printer and other forecourt devices installed at the station (Pumps, Price Pole, ...)

Automation solutions GVR Retail Solution Fuels and CR (Promax & Ligo)SAMD Retail Solution Fuels and CR ( Integra)Other industry-standard Automation Solutions

Monitor and track key services on the infrastructure for capacity and demand, identify capacity

constraints and provide analysis.

Support Model Adherence (incl. Call logging Process, Incident & Problem Management, Change Management , Warrantee spares, etc.)

Undertake audits/inspections as required to confirm that systems/services/equipment is operating as it should and is being maintained to acceptable standards.

SAP Business Processes

Manage bug fixes with the Solution providers

Monitoring & maintenance of Interfaces to other solutions (SAP, VRPT, e.t.c)

Manage provider-submitted change requests and ensure successful deployments.

Work with other departments to provide regular statistics on QA tasks.

Perform tool evaluations, participate in creation of standards and guidelines along with QA team members.

Master Data Integrity (and best practices)

Ensure that best practises are shared across OUs.

Information Security Compliance

Analyzing, Troubleshoot and documenting test results.

### **Key Challenges:**

The skills and knowledge have to be kept up-to-date in line with the changing Vivo Energy business application portfolio.

Maintain appropriate relationships with key stakeholders whilst still being able to constructively challenge.

Professionalism, be an excellent team worker

Work effectively across all multiple countries and hardware/software solution providers.

Customer Focus: Represent the customer case; understand the business of the customer

and deliver consistent and effective support

## Requirements

Creative and critical thinker with strong problem-solving skills

Excellent written and verbal communication skills

Highly organized, creative, motivated, and passionate about achieving results

Good knowledge of Retail Site Automation, operations and Telecommunications infrastructure

Basic SQL and Web Knowledge

Good Basic Data Analytics

Excellent interpersonal skills and team player

Excellent root cause analysis skills

Project Management Methodology

Generic Payment and Payment Integration Knowledge would be beneficial

[Apply Now](#)

## Cross References and Citations:

1. [Central Retail IT Support at Vivo Energy Medicalnursejobs Jobs Kenya Medicalnursejobs ↗](#)
2. [Central Retail IT Support at Vivo Energy DallasjobsJobs Kenya Dallasjobs ↗](#)
3. [Central Retail IT Support at Vivo Energy ProtectiveservicejobsJobs Kenya Protectiveservicejobs ↗](#)
4. [Central Retail IT Support at Vivo Energy Chicagojobsearch Jobs Kenya Chicagojobsearch ↗](#)
5. [Central Retail IT Support at Vivo Energy OslojobsJobs Kenya Oslojobs ↗](#)

6. **Central Retail IT Support at Vivo Energy Genetics**[Jobs Kenya Geneticsjobs ↗](#)
7. **Central Retail IT Support at Vivo Energy Serbia**[Jobs Kenya Serbiajobs ↗](#)
8. **Central Retail IT Support at Vivo Energy Professionalnetwork**[Jobs Kenya Professionalnetworkjobs ↗](#)
9. **Central Retail IT Support at Vivo Energy Forest**[Jobs Kenya Forestjobs ↗](#)
10. **Central Retail IT Support at Vivo Energy Pediatric**[Jobs Kenya Pediatricjobsnearme ↗](#)
11. **Central Retail IT Support at Vivo Energy Costarica**[Jobs Kenya Costaricajobs ↗](#)
12. **Central Retail IT Support at Vivo Energy Welding**[Jobs Kenya Weldingjobs ↗](#)
13. **Central Retail IT Support at Vivo Energy India**[Jobs Kenya Indiajobscentral ↗](#)
14. **Central Retail IT Support at Vivo Energy Care**[Jobs Kenya Carejobs ↗](#)
15. **Central Retail IT Support at Vivo Energy Warehouse**[Jobs Kenya Warehousejobsnearme ↗](#)
16. **Central Retail IT Support at Vivo Energy Ai-ml**[Jobs Kenya Ai-ml-jobs ↗](#)
17. **Central Retail IT Support at Vivo Energy Usa**[Jobs Kenya Usajobscentral ↗](#)
18. **Central Retail IT Support at Vivo Energy Php**[Jobs Kenya Phpjobs ↗](#)
19. **Central retail it support at vivo energy**[Jobs Kenya ↗](#)
20. **AMP Version of Central retail it support at vivo energy** [↗](#)
21. **Central retail it support at vivo energy Kenya** [Jobs ↗](#)
22. **Central retail it support at vivo energy Jobs** [Kenya ↗](#)
23. **Central retail it support at vivo energy Job Search** [↗](#)
24. **Central retail it support at vivo energy Search** [↗](#)
25. **Central retail it support at vivo energy Find Jobs** [↗](#)

Source:<https://ke.expertini.com/jobs/job/central-retail-it-support-at-vivo-energy-kenya-jobwebkenya-2ac38dd7bf/>

Generated on: 2024-05-03 by [Expertini.Com](#)