Company Profile

ON Semiconductor (Nasdaq: ON) is driving energy efficient innovations, empowering customers to reduce global energy use. The company is a leading supplier of semiconductor-based solutions, offering a comprehensive portfolio of energy efficient connectivity, sensing, power management, analog, logic, timing, discrete, and custom devices. The company’s products help engineers solve their unique design challenges in automotive, communications, computing, consumer, industrial, medical and aerospace/defense applications. ON Semiconductor operates a responsive, reliable, world-class supply chain and quality program, and a network of manufacturing facilities, sales offices and design centers in key markets throughout North America, Europe, and the Asia Pacific regions.

At ON Semiconductor, our people power the future

Analyst, Business Process
(Req No. 1803167)

Location: 10, Ang Mo Kio Street 65, Singapore 569059

Primary Role
Work with customers, sales and the Service Review Board to define, recommend, and implement B2B/EDI and service offerings that enable operational efficiencies and/or increased market share for ON Semiconductor. Provide overall Forecast Management System (FMS) process maintenance and program support for existing and new service program setups, coordinate and prioritize software and report changes, develop training material, global coordination of FMS activities, and configuration management of FMS.

Responsibilities
- Provide superior customer service
- Provide supply chain and subject matter expertise to customers, sales and the service program review board in order to recommend and implement EDI and service programs to meet customer expectations
- Project manage the implementation of EDI and service programs utilizing cross-functional teams- establish banks, logistic flows, customer codes, miscellaneous guts table entries, FMS and EDI settings and maintaining the project plan document
- Ensure Service Engagement processes support the changing requirements of our customers
- Work with EDI Information Technology (IT) team for new EDI/service program implementations, general troubleshooting and backlog prioritization
- Work with the Service Program Operations Team to review service programs, make recommendations where service programs are not meeting customer and/or ON Semiconductor objectives and project manage service program closures or changes
- Coordinate with regional counterparts on Service Engagement and FMS for purposes of communication, information sharing, prioritization of FMS software changes, resource prioritization (where shared resources are involved), and continuous improvement
- Interface with Service Program Operations, Logistics, Supply Management as required to support new service program processes and logistics partners
- Interface with Logistics for customer bar code label and other non-standard logistics customer requirements
- Overall FMS process maintenance including troubleshooting and documented procedures
- Configuration management for FMS. Focal point for configuration changes in the systems (signoff/approval authority); maintain recommended settings reference documents for the systems
- Provide specific service program training or subject matter expertise as needed. Work with Customer Specialists and Service Program Analysts on new EDI and/or Service Program implementations
- Manage and/or participate in key projects as assigned
- Quality System compliance
Requirements

- Bachelor degree in relevant discipline
- 2 to 3 years working experience preferred
- Understanding of order to cash business processes and ability to assess/define business requirements/rules
- Proficiency in Microsoft Office (Excel, Powerpoint, Word, Access); process flow and data analysis applications
- Pluses: Knowledge of Java or other programming language; EDI/B2B knowledge; supply chain background
- Strong analytical skills with ability to multi-task
- Solid Communication skills, both written and verbal

Submit your resume at ON Semiconductor’s Career site
Closing Date: 8 August 2018