SYNBONE®

better education outcome

The SYNBONE-Group is an innovative & fast-growing company, in the field of surgical education, providing advanced anatomical models and simulators for education and surgical procedures. Our customers are representing medical device manufacturers, education institutes, universities, and hospitals in over 80 countries.

SYNBONE is seeking a proactive IT Business Analyst to bridge business needs with technology solutions, ensuring efficient processes, accurate data management, and continuous improvement across systems and operations.

IT Business Analyst (Malaysia - Kulai, Johor)

Job Purpose

- To support strengthening SYNBONE's digital ecosystem by ensuring core system especially Microsoft Dynamics 365 Business Central. To operate reliably, securely, and in alignment with business and quality requirements.
- To enhance user productivity and system adoption by delivering clear training, structured guidance, and practical solutions tailored to non-technical users.

Job Responsibilities

1. Business Analysis & System Enhancement
    - Analyse existing business processes, identify pain points, and recommend practical improvements, primarily using Microsoft Dynamics 365 Business Central and other business applications.
    - Gather, analyse, and document functional requirements through discussions, interviews, and workshops with stakeholders.
2. Application Training & IT Support
    - Provide user training and guidance on Business Central and other business applications such as Power BI, SharePoint, Microsoft 365, and basic cybersecurity practices.
    - Deliver first-level support for IT systems including ERP, CRM, Microsoft 365, operating systems, and reporting tools.
3. PDPA & Data Protection Support
    - Support monitoring of compliance with the Personal Data Protection Act (PDPA) and internal data protection policies.
    - Assist management and employees by providing practical guidance on data protection requirements and good practices.
4. Comply to 5S as well as safety and health regulations.
5. Ad-hoc as requested by Superior whenever arises.

Job Requirements

- Advanced Diploma or Bachelor's degree in Information Technology, Computer Science, Business Information Systems, or a related field.
- Minimum 3-5 years of experience in IT support, business analysis, or related field.
- Significant experience with Microsoft Dynamics 365 Business Central is essential.
- Proficiency with Business Central's functionalities and reporting tools.
- Experienced in workflow analysis, requirements gathering, and data modelling.

Skills

- Calm and respectful when handling system issues, user requests, or pressure situations.
- Able to listen carefully, document requirements clearly, and communicate with non-technical users in a practical manner.

Benefits & Others

- Offers an excellent insurance coverage.
- Internal and/or external trainings for further development.
- Work in an international environment.
- Assured fair performance-based remuneration, based on the grade of work and responsibility.

Application

Please email your covering letter and CV to jaymes.pang@synbone.com.
For further information please do not hesitate to contact Mr. Jaymes Pang.