Job Description

Field	Description
Job Title	IND SCS Entry
Line of Business	India Benefits
Level(s)	8
Overview/High-Level Responsibility Areas	The Setup Configuration Specialist (SCS) responsible for configuring and testing Aon Hewitt's proprietary Total Benefit Administration™ (TBA) System to meet the needs of our clients' requirements. Configuring involves using proprietary systems and tools to set up and configure tables/parameters in the TBA System as defined by analysis. Testing involves the preparation of test cases and test data and execution of test activities based on the direction from the SA. This role is designed as an entry-level position for applicants with strong skill sets in programming logic, systems configuration, and testing related to systems that support human resource functions.
PRINCIPAL DUTIES AND RESPONSIBILITIES: Please describe the five to seven major duties and responsibilities of your job. Provide as much detail as necessary to give an accurate, complete picture of the job. When duties consume less than 5% of your time, please group them into larger categories instead of listing them individually. Next to each duty or responsibility, indicate the approximate percentage of time you spend performing the duty. Total percentage of time should equal 100%.	• Documentation and ongoing task management– 80% • Communication: SDT huddles, client team touch base– 10% • Shared services support – 5% • Quality Management– 5%
Aon Leadership Model (ALM): Deliver Distinctive Client Value Deliver measurable impact by leveraging relationships, client/industry knowledge and the "Best of Aon" to provide distinctive solutions e.g., Consulting Skills, Selling Skills, Client Knowledge, Client Service	• Reviews client requirements documents and any preliminary test plans , rightly adhere to the Due dates and support the client delivery priority • Asks clarifying questions on the stated requirements, and effectively use the handoff time. • Utilizes relevant problem-solving resources as needed. • Escalates issues when appropriate. • Uses typical client requirements documentation to assist with analysis and/or test planning. • Identifies needed test cases • Completes test plans with test case needs • Configures the system to meet analysis specifications. • Documents relevant configuration in analysis specifications. • Fixes any issues identified via test execution
ALM: Develop Unmatched Teams Develop and retain unmatched talent and high-performing teams	• Flexible and adapt to changing priorities and deadlines. • Open to feedback and responds positively to the development opportunities

*ALM: Aon Leadership Model

through continuous learning, honest feedback, and rigorous development and disciplined talent management e.g., Adaptability and Flexibility, Coaching and Recognition, Cross-cultural Competence and Collaboration, Developing Self and Others	• Work with global teams efficiently and have the relevant task information flowing through all channels(Mail, Communicator, Timestamp, Voice call etc) • Keen attention to detail, Resourceful problem solvers Self driven and exhibits keenness to take initiative.
ALM: Build Differentiated Capability Through Innovation Build sustainable, differentiated capabilities through proven solutions, deep content expertise and focused innovation e.g., Expertise, Capability, Influence	• Ability to break down a complex problem into smaller, more manageable pieces, and able to understand and describe the relationships between those pieces (i.e. basic analytical skills). • Apply basic relational database concepts (e.g. table relationships, keys, SQL and DB2 queries etc). • Troubleshoot basic system defects and errors. • Interpret and understand typical client requirements documentation. • Reads and interprets basic programming logic • Reviews client requirements documents and any preliminary analysis • Identifies needed configuration to meet client requirements • Completes analysis artifacts with configuration needs. • Excellent communication skills (Oral, written and listening ability). • Shares information and write and speak concisely
ALM: Deliver Business Results With Excellence Deliver consistent, positive operational results with the best balance of investment and efficiency e.g., Quality Management, Business Acumen, Systems and Processes, Project Management	• Analyzes and debug issues • Utilizes relevant problem-solving resources as needed • Escalates issues when appropriate. • Knowledge of Software Development Life Cycle (SDLC) principles/concepts. • Principles of automation testing and some exposure might be desirable • Knowledge of system testing and software quality assurance best practices and methodologies • Excellent understanding of the organization's goals and objectives. • Experience with systems implementations • Writes intermediate SQL queries • Troubleshoots intermediate system defects and errors • Effectively manage tasks, prioritizes and proactively update status to Managers.
ALM: Live Our Values Act with integrity and work every day in a way that positively impacts our clients, colleagues and communities e.g., Excellence, People, Integrity, Community	• Responsible for configuring and testing Hewitt's proprietary Total Benefit Administration™ (TBA) System to meet the needs of client requirements. 1.Identifies/creates test participants • Performs pension hand calculations for expected results as applicable • Executes test plan and documents results • Creates issues as needed when actual results don't meet expected results • Updates automated test scripts as needed, • Assertive. Takes ownership and responsibility for work assigned. .

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	• Highly Self Motivated and a team Player. • Respect and Dignity for each other to be displayed at all times • Lives by the Aon Code of Conduct • Contribute to the Aon care activity through any of the prescribed action as a volunteer
Domain Expertise / Specialization Requirements	• This role requires individuals who are detail-oriented • This role requires individuals who are resourceful when it comes to problem solving (e.g., utilizing many different resources to solve a problem) • It is critically important that individuals in this role keep the status of their projects updated in the project status tracking tool on a timely basis • Client team project tasks will vary in complexity. Entry-level SCSs will begin with low complexity tasks and will move on to medium and high complexity tasks as they gain experience. Experienced SCS will focus on higher • complexity configuration and testing tasks, and will also be expected to assist with analysis and test planning on low and medium complexity tasks
Formal Education/Certification	• Postsecondary education diploma/degree or work experience in analytical area • MIS candidates are often a good match for the role (nice to have) • Experience with SDLC principles/concepts (nice to have) • Bachelor's degree in Science/Engineering/Information Technology/Computer Science OR Master's degree in Computer Science/Information Technology/Engineering
Knowledge and Experience*	• Entry-level SCSs normally come from the external market, primarily through campus recruiting • Experienced SCSs normally come from the external market, primarily from other technology-related companies with systems implementations & Testing experience
Technical Skills	• Entry Level (0-6 months) • Breaks down a complex problem into smaller, more manageable pieces, and able to understand • and describe the relationships between those pieces (i.e., basic analytical skills) • Interprets and understands conditional statements (i.e., If/Then/Else) • Applies basic relational database concepts (e.g., table relationships, keys) • Writes basic SQL queries • Applies basic SDLC principles • Troubleshoots basic system defects and errors • Interprets and understands typical client requirements documentation • Experienced:(12-30 months) • Writes intermediate SQL queries • Troubleshoots intermediate system defects and errors • Uses typical client requirements documentation to assist with analysis and/or test planning • Performs basic systems analysis on a unit of work • Performs basic test planning on a unit of work

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	• Reads and interprets basic programming logic • Understands processing associated with standard batch processing flows • Uses in-house software to build basic batch jobs
Work Conditions	• As per business requirements - Working with global and off-shore resources may require flexible work hours. • Mobility between India locations basis team alignment/meetings • Participation in training sessions, business management routines in office/offsite

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