

Job Title: Business Applications Support Analyst

Reporting to: Applications & Technology Manager

Department: Business Solutions Team (IT)

Overview of role

The Business Solutions team (4) supports delivery of the Business strategy and is responsible for the applications, technology, business processes, data and business intelligence.

The main function of the Business Applications Support Analyst (BASA) is to be responsible for the support of the MS Dynamics Navision 2015 ERP system and be the Super User/Super expert for ERP and all other system interfaces, particularly EDI, ensuring reliable performance with minimal business disruption. In addition to support on daily issues, this role also includes involvement in continuous improvement projects, change control and on-going applications architecture.

Overview of systems

User universe:

- 80 mobile/remote users
- 80 head office based
- 80 warehouse & distribution users

ERP & integrations

- ERP is NAV 2015 supported by a certified reseller, TVision Technology [TVT]
- AGR (Forecasting, demand Planning tool)
- Paragon (order routing software)
- Flexipod (e-pod, delivery tracking)
- Tasklet (WMS, pick/scan equipment)
- Continia (Document output, OCR & expense processing)
- Esker (OCR)
- Websites B2B & 2 B2C sites, EDI & customer portals
- Order integration app developed by the digital Team

Infrastructure

- Windows virtual servers on a VMware infrastructure with HP SAN technology
- Networking core is Cisco with WatchGuard Firewalls
- End user computers are Windows HP desktops and laptops and some Macs

Duties & responsibilities

Application Support

- Providing ongoing support and troubleshooting of existing company systems, particularly NAV & EDI
- Prioritise and liaise with end users on system issues
- take ownership to resolve the issues and communicate the resolution using the Service Desk functionality
- Create documentation and procedure guidelines for system users

Application Management

- Monitor and report on system performance
- Responsible for monitoring system jobs & job queues
- Manage and administer user access levels & permissions

BAU Application Maintenance

- Deal with bug fixes, patches and small enhancements
- Maintain and regularly refresh a test system
- Test all changes & manage the test procedure into the business
- Work with EDI partner & implement successful integrations with customer portals

Data

- Assist the Business Solutions team in identifying & rectifying data issues
- Complete data uploads as required & conduct the required testing pre & post upload

General Duties & responsibilities

- Using the Service Desk functionality, provide general first line support & administration on all areas within the Business Solutions Team
- Ensure that documentation is kept up to date and accurate
- Provide general IT back-up support as reasonably required
- Provide support out of office hours as required

The Candidate

The role calls for an experienced Software Support Operative with an impressive track record in solving user issues, testing & implementing new functionality & demonstrating strong technical knowledge.

Key to success is excellent communications with user community and service providers, understanding the requirements of both and affecting solutions that work, quickly.

The candidate should have knowledge and experience of what good change control procedures looks like & a methodical & constructive approach to problem solving.

| | <i>Essential</i> | <i>Desirable</i> |
|-----------------------------|--|--|
| Qualifications/ Training | Good education to A level standard or equivalent | Computing degree, Business Degree or equivalent |
| Knowledge/ Experience | <p>At least 3 years' experience in support of Dynamics NAV or have a very strong technical background</p> <p>Knowledge of the following:</p> <ul style="list-style-type: none"> • ERP systems • EDI • System performance • MS Applications • Data Integration <p>Understanding of technical requirements of Interfacing with an ERP/NAV 2015</p> <p>Data Management System/application testing, UAT</p> | <p>Experience of:</p> <ul style="list-style-type: none"> • Bevica • HMRC • Web Services • Tasklet • Continia • Paragon • FlexiPod • User set-up and configuration • User education & training |
| Skills/ Abilities | <p>Highly developed trouble shooting & problem-solving skills</p> <p>Must be able to work autonomously but also be a good team player</p> <p>Excellent interpersonal and strong communication skills – ability to engage at all levels</p> <p>High level of accuracy, excellent attention to detail & meticulous approach</p> <p>Self-motivated with a pro-active attitude, able to act on own initiative & take ownership</p> <p>Ability to anticipate problems, prioritise & organise</p> <p>Excellent customer service skills</p> | |