


Job Specification

Position	Senior ERP Systems Support and Project Analyst
Reporting to	ERP Support and Project Manager
The Company	<p>Brigade Electronics, established in 1976, is at the pinnacle of commercial vehicle and mobile plant safety. A founder and innovator of sensing and monitoring systems that have helped save countless lives across the globe for over forty years.</p> <p>Whilst our portfolio can be emulated, our commitment to vehicle safety, our reliable, trusted products and our dedicated team of experts, cannot. We invest in people as well as technology. Everyone in the Brigade family understands the life-changing significance of the products and service we provide and the importance of outstanding systems that work in the most demanding of situations.</p> <p>The Brigade Group organisation is based in the UK and has subsidiary companies in the USA, Canada, Germany, France, Italy, The Netherlands and Poland, and selling in to over 80 countries world-wide via our National Distributor network.</p>
Purpose of Role	Working within the inhouse IT team to support Navision and contribute to Navision projects across the business.
Key Responsibilities	<ul style="list-style-type: none"> • Timely resolution of technical and functional support requests for all areas of the ERP inclusive of customisations, ensuring users are well informed of progress at all times. • Reviewing system bugs and error notifications to establish root course and solution. • Navision and linked applications being online and available • Data Integrity within the ERP and linked applications • Maintaining knowledge on standard business system processes, interdependencies, and trigger points both systemically and not • Appropriate standards and procedures are adhered to at all times • Documentation of Navision and business processes are available, current, and relevant at all times • Adhering to SLA's at all times, proactively reviewing support and

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	<p>being the point of escalation where needed, reporting on exceptions accordingly</p> <ul style="list-style-type: none"> • Fully understand the Navision business continuity plan and be able to carry out all the steps • Internal ticketing system is kept up to date in real time with statistical data being accurate always • Represent the team internally and business externally • Pursue continuous improvement, help to assess Navision utilisation and business process to ensure efficiency and functionality is optimised • Be an ERP ambassador for the business, leading the journey to best practice. • Ensure you fully understand and support proposed changes identify where further considerations need to be made
<p>Key Tasks, but not limited to</p>	<ul style="list-style-type: none"> • Responsible for the testing and implementation of newness and changes to existing applications • Assist and mentor other team members to achieve a successful outcome • Timely escalation of issues as required both internally and externally • Work cohesively with all departments and stake holders internally and externally • Provide supporting information on KPI exceptions • Gaining approval for project and sign off for spend. • Approving 3rd party invoices • Full Project management responsibility for the entire lifecycle of a project or process review • System monitoring to ensure all job queues are running and the system is online and available at all times • Liaise with 3rd parties on support and development; provide full and detailed information on support and projects from the outset. Fully understand quotes and the detail behind them • Provide cover for support requests as necessary, be the 1st point of escalation offering knowledge and support where appropriate • Identify where support requests would be reduced by effective training and knowledge base updates or by change within the ERP or business process • Training users and colleagues when necessary

	<ul style="list-style-type: none">• Reviewer / approver of change management developments prior to system deployment• Creating and analysing reports both within excel and Phocas• Collaborate on the project and support road maps ensuring priorities and resources are well managed• Preparation of business case for application improvements• Analysis of system data• Provide support to the team
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Person Specification

Essential	Desirable
<p>Education and Training</p>	<p>Microsoft Certification on Navision Core modules</p>
<p>Experience and Skills</p> <ol style="list-style-type: none"> 1. 2-years + project management experience within a software environment 2. Experience of working as part of a team 3. 2 years + proven Dynamics NAV consultancy experience on Navision 2015 onwards 4. Strong knowledge of Excel 5. Confident communication both written and verbal and comfortable in candidate facing environment 6. Work on own initiative 7. Ability to learn on the job 8. Be able to demonstrate good attention to detail 9. Experience of working within multiple company database 10. Employ BlueSky thinking to creatively solve problems 11. Experience of ISO 270001 change management controls for customisation within Microsoft Dynamics NAV and D365BC. 12. Experience of working with a Microsoft Partner 13. Experience with functional design documentation 14. Comfortable working with data 15. Strong business process expertise 16. 3 years functional support experience, 2nd/ 3rd line troubleshooting, 17. 2+ years solution delivery and implementation on Dynamics NAV/ 365 BC 18. Strong ability to provide support and training to users throughout the business, both local and remote, where English may be the users second language. 19. Ability to create and maintain system and process documentation. 20. Able to identify and resolve issues quickly and efficiently. 	<p>Proven Dynamics NAV consultancy experience 50/50 Technical / Functional</p> <p>Good knowledge of accounting</p> <p>Work within an agile environment</p> <p>Reviewing business systems & processes to identify improvements</p> <p>ERP Implementation Experience</p> <p>Designing and managing UAT for beginning to end.</p>

<p>21. Ability to identify and understand customer processes to ensure developments are completed successfully.</p>	
<p>Personality and Motivation</p> <ol style="list-style-type: none"> 1. Adaptable, extremely organised, and able to work under pressure to tight deadlines whilst maintaining a professional demeanour 2. Understands the importance of process. 3. Self-motivated to do what is necessary to succeed. 4. Able to work in a team and independently. 5. A positive and enthusiastic can-do nature 6. Demonstrate resilience 	
<p>Interpersonal Skills</p> <ol style="list-style-type: none"> 1. Ability to communicate with people of different functions and at different levels of skill/seniority within the business 2. Listen and understand the issue being communicated, and willing to ask for clarification. 3. able to engage with users and understand their world 	
<p>Communication & language skills</p> <ol style="list-style-type: none"> 1. Clarity of instruction both spoken and written. 2. Positive communication with users for whom English is a second language – accept and check that instruction is fully understood. 3. Ability to utilise relevant communication strategies for a variety of levels within and external to the global business environment. 4. Strong communication and stakeholder skills 	
<p>Other requirements</p> <ol style="list-style-type: none"> 1. Full UK driving license and access to vehicle for occasional travel between local sites. 2. Flexibility – some out of hours work will be 	

<p>required for implementing changes (e.g. installing new fob, data fixes) or in the case of outages.</p> <p>3. Valid passport some travel may be required to our subsidiary companies throughout the world.</p>	
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