


Job Specification


Position	ERP 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 Business Central and contribute to Business Central 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 cause and solution. • Business Central and linked applications being online and available • Data Integrity within the ERP and linked applications • Understanding of standard business system processes • Appropriate standards and procedures are adhered to at all times • Documentation of Business Central and business processes are available, current, and relevant at all times • Adhering to SLAs at all times and reporting on exceptions

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	<p>accordingly</p> <ul style="list-style-type: none"> • Fully understand the Business Central 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
<p>Key Tasks, but not limited to</p>	<ul style="list-style-type: none"> • Testing of new and existing applications • Collaborate with colleagues on projects and process reviews providing additional information, testing support and project documentation when required • 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 third party invoices • Managing assigned projects through their full lifecycle including requirement gathering/scope, design, documentation, development, training, and testing. • System monitoring to ensure all job queues are running and the system is online and available at all times • Logging all requests within the ticketing system and responding in a timely manner with 1st line support answers • 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 • Coordinating all support requests from start to resolution ensuring users are well informed of progress at all times • 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 • Reviewer / approver of change management developments prior to system uploads • Creating and analysing reports both within excel and Phocas

Person Specification

Essential	Desirable
<p>Education and Training</p>	
<p>Experience and Skills</p> <ol style="list-style-type: none"> 1. Minimum of 2-years Help /support desk experience on Business Central, particularly with the Finance, Sales, Purchase, and Warehouse modules 2. Experience of working as part of a team 3. Good knowledge of Business Central 4. Strong knowledge of Excel 5. Confident communication both written and verbal and comfortable in candidate facing environment 6. Able to 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 database environments 10. Excellent problem-solving skills 	<p>Working within a software project management environment</p> <p>Experience of working within a customised database</p> <p>Experience with functional design documentation</p> <p>Ability to create and maintain system and process documentation.</p> <p>Exposure to customers processes</p> <p>Exposure to the following localisations: British, German, French, Netherlands, Polish, Italian, North American.</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 	

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<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. 	
<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 required for implementing changes (e.g. installing new fob, data fixes) or in the case of outages. 	

Employee Signature: _____