

Job Description

Position	Business Applications Project and Support Analyst
Reporting to	Business Application 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 Business Applications inclusive of customisations, ensuring users are well informed of progress at all times. • Ensure Data Integrity within the IT applications. • Ensure appropriate standards and procedures are adhered to at all times. • Adhering to SLA's at all times and reporting on exceptions accordingly. • Fully understand the business applications 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. • Be able to generate ISO reporting where applicable and analyse the data for all business applications. • Work closely with the IT trainer to ensure all user training needs are met.

	<ul style="list-style-type: none"> • Documentation of business applications and processes are available, current, and relevant at all times. • Reviewing system bugs and error notifications to establish root course and solution. • Business applications being online and available
Key tasks, but not limited to	<ul style="list-style-type: none"> • 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. • 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. • 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. • Creating and analysing reports both within Excel and Phocas. • Approving 3rd party invoices. • Testing of new and existing applications. • Collaborate with colleagues on projects and process reviews providing additional information, testing support and project documentation when required. • Gaining approval for project and sign off for spend. • Managing assigned projects through their full lifecycle including requirement gathering/scope, design, documentation, development, training and testing. • Training users and colleagues when necessary • Reviewer / approver of change management developments prior to system uploads

Person Specification

Essential	Desirable
Skills <ul style="list-style-type: none"> • Understanding of standards of business system processes • Minimum of 2-years Help /support desk experience on Microsoft Business Central OR sales hub, particularly with the Finance, Sales, Purchase, and Warehouse modules • Experience of working as part of a team • Strong knowledge of Excel • Confident communication both written and verbal and comfortable in candidate facing environment. • Able to work on own initiative. • Ability to learn on the job. • Be able to demonstrate good attention to detail. • Excellent problem-solving skills • Good knowledge of Business Central • Experience of working within multiple company database 	<ul style="list-style-type: none"> • Supported / Managed changes in multiple BC locations. • Ability to create and maintain system and process documentation. • Exposure to customers processes • Working within a software project management environment • Experience with functional design documentation • Experience of working within a customised database
Personality and Motivation <ul style="list-style-type: none"> • Adaptable, extremely organised and able to work under pressure to tight deadlines whilst maintaining a professional demeanour. • Understands the importance of process. • Self-motivated to do what is necessary to succeed. 	

<ul style="list-style-type: none"> • Able to work in a team and independently. • A positive and enthusiastic can-do nature • Ability to communicate with people of different functions and at different levels of skill/seniority within the business. • Listen and understand the issue being communicated, and willing to ask for clarification. • Able to engage with users and understand their world 	
Communication and Language Skills <ul style="list-style-type: none"> • Clarity of instructions both spoken and written • Positive communication with users for whom English is a second language – accept and check that instruction is fully understood. 	
Other requirements <ul style="list-style-type: none"> • 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 • Full UK driving license and access to vehicle for occasional travel between local sites 	

Employee Signature _____

Date _____