

Job Title: Senior Software Consultant
Job Family: Professional Services
Grade: 3
Reports to:
Direct reports: None

Job Purpose

To provide outstanding level 2 and 3 support through the service desk portal to dedicated clients, maintain the software and support the development of software solutions.

Core responsibilities

- Technical Support & Customer Service - Manage customer support tickets Levels 2 & 3 (40%)
 - Facilitate ERP integrations with other applications (10%)
 - Software maintenance (10%)
 - Customizing and configuring workflow (5%)
 - Design/develop simple software solutions and support solution architects with development of larger software solutions (5%)
 - Developing and supporting the implementation of ERP software solutions and assisting with upgrades (5%)
 - Design and deliver user training (1%)
 - Client lead / Key client contact within Equinox for escalations (5%)
 - Manages complex problems through to solution with the support of a more senior consultant (5%)
 - Responsible for delivering small specialist projects and provides technical advice across the wider project team (5%)
 - Technical day to day Supervision of more junior staff (2%)
 - Recognised internal expert in specific area e.g. ERP system, Accounting software, training, development. Knowledge sharing of area of expertise across the organisation (2%)
 - Continuous improvement of operational effectiveness (5%)
- Adhering to company values
 - Embodying a customer-centric mentality

Person Specification

1 Essential (required to be considered for the role)

Technical expertise

1. Technical expertise in Unit4 ERP systems
2. Trained to work independently on any 1st, 2nd or 3rd line support ticket and ability to support more junior staff with these
3. Experience working on ERP projects, maintaining technical documentation and working with multiple stakeholders
4. Delivery of excellent technical customer support, managing difficult customers and ability to communicate technical solutions to non-technical stakeholders
5. Extensive track record of advanced ERP support, development and troubleshooting technical aspects of the Unit4 ERP system.

Skills and competencies

1. Strong interpersonal and relationship building skills (client relationship)
2. Problem-solving
3. Customer service
4. Excellent listening and communication skills
5. The ability to work independently and engage as part of a team (collaboration)
6. Takes ownership and accountability, demonstrates independent ideas

7. Project Management - Strong organisational skills including time management, prioritisation and the ability to work to tight deadlines
8. A growth-mindset with an enthusiasm for self-development and learning
9. Attention to detail

2 Desirable criteria (can be trained and learnt on the job)

1. Advanced knowledge of either Accounting or HR/Payroll systems
2. Project Management training and accreditation
3. Experience with running a small implementation or upgrade
4. Client relationship management experience
5. Broad ERP sector knowledge and interest in trends
6. Experience of supporting other ERP systems
7. Experience of working in / with multiple sectors and industries
8. Strong Business knowledge