

# JOB DESCRIPTION



**JOB TITLE:** Junior Infor SunSystems & Proactis Application Consultant

**BASED AT:** Worship Street, London EC2

**REPORTS TO:** Professional Services Manager (TouchstoneEnergy)

## Job Purpose

To provide functional, process, application & presales consultancy for the Proactis P2P and SunSystems applications; including complimentary modules such as B4B, Advanced Bank Reconciliation & Q&A. Be responsible for supporting projects (alongside a Lead Consultant & a Touchstone Project Manager) to help ensure our projects are delivered on the agreed date with minimum financial exposure and time risk. As the role requires domestic and international travel (including USA), you will need to be able to work independently and adapt to local customs.

## Key Responsibilities

- Acquire and maintain a good level of knowledge and skills with the nominated product set
- Keep abreast of changes, new releases and ancillary products through formal and informal training
- Participate in customer and system design workshops to facilitate requirements gathering, Produce comprehensive and professional documentation including Systems Design
- Carry out system testing, training and troubleshooting
- Assist with Helpdesk support to provide application experience & customer liaison beyond typical first line queries
- Become accredited in the chosen product set by studying and sitting the appropriate software authors examinations
- Travel to international sites and extend the solution to accommodate local requirements
- Shadow more experienced colleagues and act in a support role to them on implementation projects
- Share knowledge and skills with colleagues
- Adhere to Company documentation and quality standards at all times
- Undertake special projects from time to time as requested to do so
- Notify the Services Manager of any issues, comments and feedback that will assist in the efficient management and running of the Division
- Maintain effective communications with the Project Office on all aspects of personal scheduling and project scheduling
- Ensure the highest levels of customer service are provided at all times, for internal and external customers
- Learn and become fully conversant with all Touchstone project methodology
- Complete time-sheets, expenses and work packages in line with Company deadlines

## Key Performance Criteria

- Become fully skilled in the Proactis P2P software
- Become fully skilled in the Infor SunSystems, PA B4B & Bank Reconciliation & Advanced Inquiry modules
- Gain a working knowledge of ION xxx for SunSystems integration & workflow design
- Gain a working knowledge of ETL Agile with particular focus on delivery of the Touchstone Proactis Report Pack
- Gain an understanding of basic SQL scripts, particularly used for data migration during upgrades

## Knowledge, Skills, Behaviours & Experience

- Previous experience of working within the customer supplier environment in a support role is desirable.
- Good understanding of end-to-end business processes, functional requirements and user training
- Strong IT skills, in particular, Microsoft Office
- Proven success of contributing to a team-oriented environment
- Ability to work creatively and analytically in a problem-solving environment
- Desire to work in an information systems environment
- Good interpersonal and communication (written and oral) skills
- The candidate will be based from our offices in London, however approximately 80% of the time will be spent on client sites in the UK, North America, Central Europe and other international locations. As such able to spend nights away from home and undertake overseas assignments with the requirement to work extended hours when required
- Must demonstrate no passport / visa restrictions on foreign travel, particularly USA
- Must have a clean or near clean driving licence