



JOB DESCRIPTION

JOB TITLE: Senior Infor EAM Technical Consultant / Developer

BASED AT: Worship Street, London EC2

REPORTS TO: Professional Services Manager (TouchstoneEnergy)

Key Responsibilities

To provide support for Infor EAM, Infor OS and associated software

Technical

- Install OS, EAM & SunSystems software and manage upgrades
- Troubleshoot technical product issues, such as:
 - Performance issues
 - Connection / Network communication problems
 - Incorrect configurations
- Develop and maintain EAM FLEX customisations

Knowledge, Skills and Experience

- Knowledge of Windows Network & IIS – necessary
- SQL script writing & SQL Administration – necessary
- SSRS & Cognos Configuration and Report Writing – beneficial
- Knowledge of virtualised infrastructure
- Good interpersonal and communication skills in order to work with clients and other team members
- Competent writer of emails, and reports
- Produce comprehensive and professional documentation including Systems Design Documentation
- Carry out system testing, training and troubleshooting
- Become accredited in the chosen product set by studying and sitting the appropriate software authors examinations
- At all times work to the highest standards of quality and professionalism
- **Willingness to travel and work on Client's sites which are sometimes outside of Central Europe**
- **Maintain Touchstone's Presales environment and liaise with other stakeholders**
- Answer technical sections of ITTs
- Participate in the provision of estimates for delivering solutions
- Bring to the knowledge of the TSE BU Manager other products which may be added to the Touchstone portfolio and if required to carry out a technical assessment
- Train other Touchstone resources and carry out knowledge transfer for new version of existing solutions or new products that are added to the Touchstone portfolio.