

JOB TITLE: Enhanced Support Consultant

BASED AT: 46 Worship St, London, EC2A 2EA

REPORTS TO: Touchstone BI Services Director

WEBSITE: www.touchstonebi.co.uk

Background and Job Purpose

Touchstone BI is the specialist Business Intelligence division of Touchstone Group who are a leading provider of integrated business software and consultancy services to mid-market organisations.

In this digital age mission is to help customers perform better by enabling them to harness the data they need to make better decisions. We do this using our extensive experience to deploy best in class Data Management (<https://www.touchstonebi.co.uk/datamanagement-software/timextender/>) and Enterprise Performance Management (<https://www.touchstonebi.co.uk/enterprise-performance-management/infor-d-epm/>) solutions in an innovative and creative way to ensure clients realise real business benefits on an ongoing basis. To achieve this Touchstone BI offers it's clients a comprehensive suite of enhanced support, with a number of different tiers, ranging up to a fully managed service on our own cloud environment.

As Touchstone BI has developed this offering further, it has become apparent that there is a need for an application consultant specialising in liaising with clients after go-live to ensure the smooth operation of their system and to undertake regularly scheduled tasks and maintenance is required to support this function.

Reporting to the Director of Services for Touchstone BI the successful candidate must be able to meet the following:

Key Responsibilities

- Acquire and maintain a good level of knowledge and skills specific to our suite of software solutions.
- Produce comprehensive and professional documentation including Statements of Work, Schedules of Activities, Process Maps, Workflows
- Work closely with the Director of Services to ensure clients on going needs are met and ensuring additional requirements outside the scope of the enhanced support function are suitably managed.
- Work closely with the Sales Team to expand and improve the enhance support offering.
- Work closely with the Sales Team to support pre-sale activities where hosting and enhanced support requirements are likely to be required.
- Carry out system testing, training and troubleshooting
- Learn and adhere to all Touchstone Standard Operation Procedures appropriate to the role.
- Become accredited in the chosen product set by studying and sitting the appropriate software authors examinations
- Keep abreast of changes, patches, new releases and ancillary products through formal training and self-learning
- Where necessary, shadow more experienced colleagues and act in a support role to them on implementation projects
- Adhere to Company documentation and quality standards at all times
- Maintain effective communications with the Project Office and the wider Services and Support functions 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

Knowledge, Skills, Behaviours & Experience

- Previous experience of working in a support or project role
- Knowledge of OLAP solutions, ideally with Infor d/EPM or TM1 (or similar). Knowledge of Financial Consolidation would be useful
- Experience of Data Warehousing or ETL Tools preferable.
- ACA/CIMA qualifications advantageous. If not qualified, will need a good understanding of accounting and finance
- Data migration & upgrade experience
- Experience of working with stakeholders of all level and able to present complex ideas.
- Strong IT skills, in particular, Microsoft Office
- Excellent communication skills, both written and oral.
- Good organisational and administrative skills
- Can function effectively in high pressure situations and prioritise tasks and issues to manage work load efficiently
- Able to work individually or as part of a team
- Must have a logical mind set and the ability to trouble shoot complex issues
- Flexibility to travel to client sites and work away from home as needed, with some overnight stays