

# JOB DESCRIPTION



**JOB TITLE:** Infor EAM (Enterprise Asset Management) Functional Consultant

**BASED AT:** London EC2 (Old Street / Liverpool St)

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

## Job Purpose

This is a new role to support the continued growth of TouchstoneEnergy; and will be a key one as we continue to expand this team. We are looking for an enthusiastic, dynamic and skilled individual who will provide functional, process and application consultancy for the Infor EAM application suite, including Infor OS (Operating Service). You will be responsible for managing projects on the ground (with support from Touchstone Senior Management) ensuring they are delivered on time and budget with minimum financial exposure and risk. As the role requires domestic and international travel (including USA), you will need to be able to work independently and adapt to local cultures.

## Key Responsibilities

- Acquire and maintain a good level of knowledge and skills of all Infor EAM modules & Infor OS technologies
- Become accredited in Infor EAM and Infor OS technologies by studying and sitting the appropriate software authors examinations
- Keep abreast of changes, new releases and ancillary products through formal training and self-learning
- Run customer based system design workshops for requirements gathering and business process mapping
- Produce comprehensive and professional documentation including Systems Design Documentation, Process Maps and Workflows
- Carry out system testing, training and troubleshooting
- Extend the solution to accommodate local requirements, including international requirements
- Where necessary, shadow more experienced colleagues and act in a support role to them on implementation projects
- Share knowledge and skills with colleagues and mentor others as they join the team
- 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 Infor EAM and Infor OS software
- Gain a working knowledge of Infor SunSystems, Infor d/EPM (BI and EPM) and ETL Agile data warehouse software
- Gain a working knowledge of ION for workflow as well as Infor Global Financial Controller as an integration platform.

## Knowledge, Skills, Behaviours & Experience

- Extensive commercial experience and previous experience of working within the customer supplier environment in a consultancy role, and demonstrable ability to deliver projects on time and on budget
- Knowledge of Infor EAM is preferable, however, previous experience of solutions such as IBM Maximo, or another EAM application will be considered
- Solid understanding of end-to-end business processes, functional requirements and enterprise software deployment is essential
- Data migration & upgrade experience
- Strong IT skills, in particular, Microsoft Office, MS SQL Server, MS Visio
- Good working knowledge of SQL and XML scripts would be an advantage
- Proven success of contributing to a team-oriented environment
- Ability to work creatively and analytically in a problem-solving environment
- Desire to work in a digital transformation environment
- Good interpersonal and communication (written and oral) skills
- The candidate will be based from our office 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 is key.
- Must demonstrate no passport / visa restrictions on foreign travel, particularly USA
- Must have a clean or near clean driving licence