touchstone
FMS Limited

JOB TITLE: Data, Integration & Workflow Support Consultant

BASED AT: Hybrid (home/office)

REPORTS TO: Technical Services Manager / D&I Manager

Job Summary

Working with a variety of on-prem and Cloud applications, the Support Consultant will be responsible for understanding and supporting a variety of integrations & data solutions as well as working with the delivery team with testing, documentation and transition into support. Working alongside the service delivery and 3rd line team, you will have input into how to improve troubleshooting and error handling with the integrations.

You will also be responsible for knowledge transfer into the frontline support team.

Candidates will have a solid understanding of the InforOS suite and ION integration, as well as an interest in understanding modern integration concepts. You will be responsible for the following:

Responsibilities

- Support integrations that have been developed using author integration and development toolkits
- Learn and understand the product toolkits and customisations as well as knowledge sharing to the team
- Participate in workshops with the integration team to help define and specify solutions and best practice
- Work with 3rd line team to define system tests and provide project support into BAU support
- Assist the delivery team with testing and transition to support
- Troubleshoot integration & workflow support issues
- Work with the integration delivery team to understand and improve our solutions and delivery
- Provide input and direction for the integration team
- Adhere to the technical design authorities
- Work with the team to help design a set of re-useable approaches and processes to implement data integration architecture
- Act as the interface between the technology team and the wider business – including sales, services & clients

Knowledge, Skills & Experience

- Must have strong knowledge of SunSystems
- Be customer focused
- Familiar with:
    - Infor OS & ION
    - SQL \ SSIS
    - Software standards & source control
- Excellent written/oral communication and organisational skills

- The ability to work with both technical and business personnel
- Able to function in high pressure situations and prioritise tasks to manage workload effectively
- The ability to troubleshoot complex issues