

JOB TITLE: Junior Technical Support Consultant

BASED AT: Worship Street Office / Hybrid remote working

REPORTS TO: Head of Technical Services Delivery

Job Role & Purpose:

We are looking for a support consultant to join our SunSystems technical applications team.

The ideal candidate will have a personal interest in IT & technology, have an investigative mindset and a desire to provide quality service to clients.

Key Responsibilities:

Provide technical support for all applications in the Touchstone FMS suite, including, but not limited to:

- Infor SunSystems
- Infor Query & Analysis
- Professional Advantage product suite
- Infor Enterprise Performance Management

Manage and progress client support issues, taking control of client requests and queries, seeing them through to resolution.

Ensure support ticket details are recorded thoroughly and kept up to date.

Communicate the status of issues to clients.

Provide technical support for users and systems internally at Touchstone.

Create and maintain internal test lab environments.

Review author technical documentation and highlight any relevant changes to consultancy team.

Ensure adherence to Touchstone technical standards and best practices.

Continuous development of your personal technical knowledge.

Knowledge, Skills and Experience

It will be essential to have the following skills:

Excellent written and oral communication, and organisational skills.

Ability to work with both technical and finance personnel.

A desire to learn and understand how applications work.

Demonstrable experience with at least one of the following technologies:

Microsoft Windows Server Administration

Microsoft SQL Server Administration

Experience with any of the following platforms / technologies would be beneficial:

Network Communication

Microsoft Entra ID (Azure AD)

Microsoft Active Directory / DNS

Virtualisation platforms – VSphere, Hyper-V etc.

Remote Desktop or Virtual Desktop infrastructure

Microsoft Excel