

JOB TITLE: Technology & Integration Support Consultant

BASED AT: Remote Working

REPORTS TO: Head of Client Services

## Role: Technology & Integration Support Consultant

This is primarily a support role focusing on cloud and on-prem technologies as well as software installations and technical configuration. It will also involve undertaking fee earning consultancy to service client demand. There is also a requirement to work as part of a project delivery team when required. This is a wide-ranging role that includes working through helpdesk issues reported by clients related to technologies, integrations (both cloud hosted and on-prem solutions), transformations or integrity issues.

The ideal candidate will have a good understanding of financial management software or ERP solutions such as Infor SunSystems, HxGN EAM, SAP, Oracle or Microsoft Dynamics (any one not all). An active interest in understanding modern integration concepts, the use of APIs, and ETL (data warehouse) techniques, and confidence with MS SQL or Oracle databases is also desirable.

You will be responsible for the following:

### Responsibilities

- Troubleshoot integration issues reported to the Helpdesk, identify the probable cause, refer to design documents and work with the integration consultants to diagnose and resolve.
- Resolve integration issues in collaboration with the integration consulting team or software author.
- Keep up to date with an understanding of APIs and toolkits used in developing integrations for our solution portfolio.
- Perform software installations on client or third-party infrastructure, test to ensure the application software runs as it should and write documentation to support the process.
- Troubleshoot software installations where there has been a failure, diagnose the issue and rectify it.
- Work with software authors and partners on escalated issues, provide required information and apply recommended changes / fixes.
- Stay informed with emerging technologies and industry best. Keep abreast of changes, new releases, and ancillary products through formal and informal training
- Assist with technical presales. This could include participating in discovery & design meetings with a client and assisting in the estimation of integration consulting requirements.
- Become accredited in the chosen product set by studying and sit the appropriate software authors examinations
- Learn and become fully conversant with all Touchstone project methodology
- At all times work to the highest standards of quality and professionalism
- Complete timesheets, expenses and work packages in line with Company deadlines

### Knowledge, Skills & Experience

- Proficiency in extracting data from multiple sources such as SQL/Oracle databases, APIs, flat files, and web services.
- Knowledge of integrating data between multiple sources and applications, including APIs, cloud hosted platforms, and third-party applications.
- Strong problem-solving skills to identify and resolve issues during data warehouse development and ongoing production support.
- Experience with modern Windows Server operating systems and platforms.
- Proficient in installing software in a MS SQL environment
- Proficiency in MS SQL or Oracle for querying and manipulating data and a strong knowledge of relational databases and data warehousing concepts
- Experience in loading transformed data into target systems, such as data warehouses, data marts, or operational databases
- Good interpersonal and communication skills to work with clients and other team members
- Experience in producing comprehensive and professional technical documentation including Installation Documentation