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| **Job title** | Systems Technical Lead | | | | | **Location** | Hattersley | | |
| **Responsible to** | Ian Moore | | **Department** | Information Systems | | **Level** | 6 | **MWHT Family** | IT |
| **Purpose of role**: To support and develop our ERP application (IFS Apps8 and IFS Cloud) and other core business applications | | | | | | | | | |
| **Key responsibilities:**   * Provides 2nd and 3rd line support for the ERP system (IFS) and other core business applications * IFS Cloud installation and configuration * Installation and testing IFS releases and service updates * Creating and customisation of IFS Cloud custom: objects, fields, logical units, pages, tabs, events, lobbies, triggers, reports, permission sets, projections * Creation and installation of custom API’s * Creation of quick and Crystal reports * Data migration * Troubleshoots and resolves application related problems and incidents * Provides system specifications, support documentation and facilitates systems testing * Manages and carries out deployments across different environments (Dev, Test, Prod) in accordance with the company change management process * Works collaboratively with business stakeholders to understand and document business requirements * Designs and develops solutions that satisfy business requirements and deliver measurable business benefits * Works with software owners, vendors, and support partners to gain product roadmap awareness, seek technical support and guidance and understand product developments/ new technologies * Makes recommendations for business improvements that can be achieved through new technology or alternative uses of existing technology | | | | | | | | | |
| * Ensure your own continuous professional development by participating in external networking/conferences/associations/groups, to stay current on industry changes and innovations. * Maintain a positive and solution-oriented approach to work, providing open and honest feedback. * Undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this role * In all internal and external contact, present a professional and positive image of the department and MWH Treatment as well as maintaining mutually constructive, positive, and beneficial relationships. * Take all reasonable steps to ensure appropriate confidentiality | | | | | | | | | |
| **Relationships & Special Requirements** | | **Measurements** | | | **Person Specification** | | | | |
| **Key relationships:**  ERP Systems Manager  Senior Engineer Applications  Business Systems Team  IT Team  ERP & other software providers  IT Managed Service Provider  All end users | | **KPI themes:**  IT Service Delivery  Delivering Value/ Business Benefits  Continuous Improvement | | | **Essential:**  Relevant ERP/ application support experience  Able to independently troubleshoot and work through a problem through to resolution  Able to effectively communicate technical concepts to non-technical users  Able to research and quickly assimilate relevant new technologies, concepts, architectures, and features  Knowledge or experience of programming/scripting languages e.g., SQL, PL/SQL  Passion for high-quality I.T service delivery and continuous improvement | | | | |
| **Responsible for:**  Providing 2nd /3rd line application support  Troubleshooting and issue resolution  Application deployment  Leading the IFS Cloud application support team reporting to the ERP system manager | | **Competencies:**  Good communication skills  Customer-focussed  Problem solver  Strong analytical skills  Good attention to detail  Flexible and Adaptable  Pro-active  Desire to improve skills and knowledge | | | **Desirable:**  Good working knowledge of IFS and/or similar ERP systems  Experience of change and incident/problem management  Knowledge or experience of Microsoft 365 apps e.g., SharePoint, Forms, PowerApps, PowerBI  Knowledge or experience of application connectors, RESTful APIs and system integration tools  Knowledge of ITIL framework | | | | |
| **Special requirements:**  Willingness to travel around the UK to MWH offices and sites/ & Software Vendor offices | |