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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
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| * 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
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| **Relationships & Special Requirements** | **Measurements** | **Person Specification** |
| **Key relationships:**ERP Systems ManagerSenior Engineer Applications Business Systems TeamIT TeamERP & other software providersIT Managed Service ProviderAll end users  | **KPI themes:**IT Service DeliveryDelivering Value/ Business BenefitsContinuous Improvement | **Essential:**Relevant ERP/ application support experienceAble to independently troubleshoot and work through a problem through to resolutionAble to effectively communicate technical concepts to non-technical usersAble to research and quickly assimilate relevant new technologies, concepts, architectures, and featuresKnowledge or experience of programming/scripting languages e.g., SQL, PL/SQLPassion for high-quality I.T service delivery and continuous improvement |
| **Responsible for:**Providing 2nd /3rd line application supportTroubleshooting and issue resolution Application deploymentLeading the IFS Cloud application support team reporting to the ERP system manager | **Competencies:**Good communication skillsCustomer-focussedProblem solverStrong analytical skillsGood attention to detailFlexible and AdaptablePro-activeDesire to improve skills and knowledge | **Desirable:**Good working knowledge of IFS and/or similar ERP systemsExperience 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 toolsKnowledge of ITIL framework |
| **Special requirements:**Willingness to travel around the UK to MWH offices and sites/ & Software Vendor offices |