

Software Support Consultant – London

A great career opportunity for a motivated and enthusiastic individual, with prior experience in supporting Infor SunSystems, to join a global software organisation supporting our direct clients and channel partners across our in-house developed solutions for Infor SunSystems financials.

The Company

Professional Advantage is the premier global development house for process automation solutions for Infor SunSystems. The UK operation is the global centre of excellence for our Infor SunSystems Enhancement solutions, delivering support and consultancy services throughout our partner network, including Infor, and direct client base. Our reputation is for delivering high quality and customer-centric services. Our friendly team is a busy one, working within multiple geographies, sectors and projects on a day to day basis. No day is the same.

In addition, we also have ancillary business lines addressing;

- Internet of Things, generic workflow and business process management as part of our global XMPRO practice.
- Membership and Association management and process automation as part of our global UpBeat Microsoft Dynamics 365 practice.
- Electronic banking

Our London based team is a group of passionate and skilled sales, implementation and support consultants renowned for their legendary customer service.

Client focused and committed to successful outcomes for everything we do, Professional Advantage delivers robust solutions aimed at improving performance at all levels, and we are not happy unless our clients are happy. To do all this we need the very best staff, people who love what they do, people who want to be given the opportunity to do their best.

The Role

Title: Software Support Consultant
Location: London
Salary Range: £in line with market expectation (salary commensurate with experience)

The Help Desk is a critical function providing exceptional quality of customer service to our direct clients and Business Partners around the globe. The role is to provide application and technical support of our Infor SunSystems Enhancement solutions.

Help Desk calls would be predominately around Professional Advantages own software, however, a base knowledge of the underpinning accounting software (Infor SunSystems) will be required to assist in the troubleshooting of any issues.

Full training on the Professional Advantage suite will be provided. The successful candidate will also be required to be self-motivated to learn with the assistance of videos and guides, as well as support from members of the Consultancy Practice.

The successful candidate will have proven skills in dealing with a wide range of customers across a variety of business sectors and be accomplished at building strong business relationships. The role requires the ability to effectively communicate and manage potentially difficult or complex environments and scenarios with our clients. The successful candidate will have the ability to work under pressure, have strong communication skills, a calm approach and professional attitude.

Job Responsibilities:

- Provide 1st and 2nd level Professional Advantage Infor SunSystems Enhancement Solutions support and assistance to client end-users and Business Partners.
- Ensure support cases are managed through to confirmed resolution in a timely and efficient manner, according to our Service Level Agreement and ensuring accurate records are kept of each support call.
- Work towards the continuous improvement of the Client Support Team by expanding your product knowledge and internal systems awareness.
- Provide exceptional customer services and assist in identifying areas for improved customer service and support.

Job Objectives:

Help Desk Consultants will always deliver consistent quality service to clients for their systems we support by communicating effectively, taking responsibility for solving their problems, continually improving your skills and ensuring commitments are met.

- Actively listen to clients and ask clarifying questions
- Build client confidence
- Stay focused under pressure
- Find causes of and solutions to problems and actively look for additional ways we can provide assistance
- Work as a team to ensure all issues are managed through to a timely resolution
- Empower and educate clients
- Be committed to increasing customer satisfaction

Key experience/skills required

- Previous experience in supporting Infor SunSystems either internally at a client or at Business Partner Help Desk
- An understanding of finance operations, such as Accounts Payable, Procurement and Accounts Receivable
- Excellent written and verbal communication skills.
- Customer focused and able to develop relationships with internal and external customers.
- Ability to work independently within a small but busy team whilst maintaining the highest levels of customer care and professionalism.
- Strong analytical and problem solving skills.
- Quick and independent learner.
- Candidates should be able to demonstrate a systematic approach to work and tasks
- Diligence and attention to detail.
- Self-motivated.
- A 'Can Do' attitude and passion for the role
- The ability to work within a small but busy and fast growing team
- An understanding of business software solutions
- Experience with Microsoft technologies
- Proficient with Microsoft Office

Key experience/skills desired or beneficial

- Highly Desirable - Knowledge of implementing Professional Advantage solutions such as B4B, iPOS, Collect etc.
- Experience of SQL or other relational database systems
- Experience in working with SQL scripting
- A background in accountancy and/or qualification

Please send a current CV and covering letter to info_uk@ProfessionalAdvantage.co.uk. **NO AGENCIES.**