

Software Support Consultant

London



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A great career opportunity for a motivated and enthusiastic individual, with a background in supporting business systems, to join a global software organisation supporting our direct clients and channel partners across our in-house developed solutions.

The Company

Professional Advantage Ltd (PA) is the UK division of a well-established Australian based financial software company with a number of offices throughout the world. Professional Advantage is the leading developer of extension solutions to Infor SunSystems and Microsoft Dynamics 365.

Since starting the UK division in 2005, the company has achieved remarkable growth in the UK Channel, with over 30 partners worldwide as well as maintaining a direct client base. The UK team is a small but rapidly growing part of the Professional Advantage global family.

The Role

The role will be based out of our London office, and covers our finance enhancement solutions and staffing software. Our enhancement solutions are developed specifically for Infor SunSystems, whilst the staffing software is a framework built on Microsoft Dynamics 365.

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

As a Support Consultant you will part of our global teams providing 1st and 2nd line support. The successful candidate will have a background in supporting and understanding of business systems. A mixture of application and technical experience would be highly suited to the role.

The role requires the ability to effectively communicate and manage potentially difficult or complex situations with our clients. The successful candidate will have the ability to work under pressure, have strong communication skills, a calm approach and professional attitude.

Full training will be given to the successful candidate.

The role is viewed as an entry point into the consultancy team.

Key experience/skills required

- Strong communication skills
- Problem solving ability
- A methodical approach
- A 'can do' attitude and passion for the role
- The ability to work within a small but fast growing team
- A willingness to learn
- An understanding of business software solutions
- Technical aptitude
- Experience with Microsoft technologies
- Proficient with Microsoft Office
- A background and qualification, minimum 2:2 degree level, in any of the following - list not exclusive:
 - ✓ Computer Science
 - ✓ Computing with Business
 - ✓ Information Systems
 - ✓ Business information technology
 - ✓ Business Studies

Key experience/skills desired or beneficial

- An understanding of finance operations, such as Accounts Payable, Procurement and Accounts Receivable
- Experience with financial management solutions
- Exposure to business process management solutions or concepts
- Experience of SQL or other relational database systems
- Experience in working with SQL scripting
- Technical installation experience
- Documentation skills
- Base knowledge of Infor SunSystems
- Base of Microsoft Dynamics 365

Candidates must be eligible to work and live in the UK.

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