

Technical Support Role

JPO Solutions a leading UK Infor Technical Partner specialising in Infor CloudSuite Industrial (SyteLine), Infor M3, InforOS, Infor Factory Track and Infor Mongoose are currently looking for an Infor Syteline Support Consultant to further bolster our growing managed service team.

THE ROLE

You will be experienced in CloudSuite Industrial (CSI), eager for new challenges and ready to help JPO continue its successful growth. The role is for a full time, permanent basis Technical Consultant assisting our existing customer base your key responsibilities will be:

- Supporting and collaborating with our customers in the running and problem resolution of their deployed CloudSuite Industrial platforms and associated products such as InforOS, CPQ and Infor Factory Track.
- Administration and Support of multiple Syteline versions from version 7 to 10 (On premise and in the Infor cloud)

Reporting to the Operations Director you will primarily be a remote (home) worker with some travel occasionally required.

QUALIFICATIONS

- A degree in computer science or equivalent experience.
- 2+ years of hands-on experience, working with ERP systems.
- Great communication skills.
- Professional attitude.
- A desire to remain up to date with the latest technologies.
- Infor Certification not necessary but beneficial.

DESIRABLE

One or more of the following would be beneficial.

- Migrating, upgrading, and supporting different CloudSuite versions and experience in migrating to the Infor Cloud environment.
- Infor CloudSuite Industrial Functional area knowledge
- Basic understanding of Infor Mongoose Development
- Basic understanding and experience in MS SQL Server development for creating Stored Procedure, Triggers and Functions.
- MS SQL database administration including troubleshooting performance issues.
- Mongoose Data View and report creation process and customization.
- Appreciation of the design and development of IDOs, Extension Classes and Custom Assemblies in CSI.
- Understanding of ION and InforOS portal administration.
- Experience with Factory Track both technical and functional.
- Experience of related third-party applications i.e bartender for designing and printing of labels/barcodes, LakeCo products etc.
- Experience with business intelligence platforms such as Infor Birst, PowerBI and Qlickview.

FURTHER INFORMATION

Unfortunately, due to the business nature of some of our customers this position is currently only open to UK residents. Salary based on experience. For further information on this and other opportunities at JPO Solutions please contact careers@jposolutions.com.