



VACANCY – SENIOR ERP TECHNICAL ANALYST & SUPPORT

Applications are invited from interested and suitably qualified individuals for the position of **Senior ERP Technical Analyst & Support, FortisTCI, Providenciales, TCI.**

Description

The Senior ERP Technical Analyst & Support is responsible for the investigations, escalation and resolution delivery for application issues surrounding FortisTCI's Enterprise Resource Planning (ERP) System.

The position ensures that the ERP is optimized by assisting in system interface/integration, development/enhancement activities and end-users training. The role also monitors and maintains FortisTCI's SQL Server and Metering Data environments.

Main Duties & Responsibilities

- Ensure high issue resolution rate;
- Monitor, manage and report issue logs and status;
- Monitor development activities to ensure development guidelines are being followed;
- Ensure proper documentation required during system development lifecycle;
- Design and maintain a source control strategy for internal development projects;
- Assist with testing new releases of ERP systems prior to use in a production environment
- Work closely with the end-users to create required documentation that will be used by developers for customizing Microsoft Dynamics AX/ D365/ MECOMS;
- Work closely with the end-users and ERP vendor / developer to ensure that all deadlines related to technical aspects of the Microsoft Dynamics AX/ D365 / MECOMS implementation are either met or exceeded;
- Highly participate in business requirement analysis, functional design, technical design and on-going activities related to build and deployment phases of the project;
- Development of customizations to Microsoft Dynamics AX/ D365, inclusive of writing code and perform unit testing.
- Test code for validity of results, accuracy and conformance to specified development specifications.
- Manage the development and implementation of the Itron Meter Data Management Application, including testing, training, documenting, and maintaining systems.
- Responsible for the management and support of data collection equipment such as Fixed Network collectors/repeaters, FC300 handhelds and Mobile collection devices.
- Assist with integration of Meter Data Management application and current Customer Information System and other systems as required.
- Collect, correlate, and analyze meter and communication system data, provide reports, findings, and recommendations based on this analysis.
- Provide application support to the end-users, ensuring that processes are identified, efficient and are being used. Identify and resolve training needs that may exist.
- Assist with other technical support activities as required;

- Assist with the development and deployment of the infrastructure requirements and maintenance relating to ERP system;
- Assist with the development of FortisTCI Data Warehouse/Data lakes.
- Assist with the development and deployment of Data Analytics infrastructure and insights gathering.
- Configure and maintain SQL database servers and processes, including monitoring of system health and performance, to ensure high levels of performance, availability, and security;
- Ensure High-Availability configuration is maintained across SQL Server instances;
- Create and deploy ad-hoc reports using SQL Server Reporting Services;
- Assist with creating and implementing disaster recovery plans for systems databases;
- Participate in implementation of other industry software and technological innovations;
- Ensure that ERP documentation is in place and in compliance with the established procedures and standards.

Project Management

- The position holder must follow the best practice in project management:
 - Develop business case for the subject matter;
 - Assess project risks and manage changes in project specification;
 - Prepares budget and ensure adherence to the approved project budget and timeline;
 - Prepares periodic project status report and communicate to project stakeholders;
 - Conduct project closing and post project assessment;
 - Maintain organization and project documentation.

Other responsibilities that will be assigned from time to time

- This Job Description indicates the general nature and level of work performed by the position holder. It is not designed to contain nor should it be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of individuals in this role.

Academic/Technical/Management Experience & Qualifications:

- Bachelor's Degree in Computer Science or equivalent combination of training and experience.
- Experience with MS Applications environment - Dynamics CRM, MS Office, MS SharePoint
- Knowledge of ERP and CIS Software in the areas of customer service, finance, production, supply chain & other project functionalities e.g. Oracle, Sage Knowledge of Dynamics AX Architecture (layers, models, tiers, etc.) is a preferred;
- Acquired one or more functional certifications within Dynamics AX; AX development certification is an advantage;
- Experience in software development in X++/C#/Python/Java (or other high-level programming language), SQL, and knowledge database design concepts.
- Experience in IT helpdesk management.
- Knowledge in workflow design
- Experience in managing projects and software development cycle
- Knowledge and actual application of Project Management standards (PMI certification is a plus)
- Proficient in Microsoft Office i.e. Word, Excel, and Power point

- Good command of English language (Spoken and written)

Abilities, Skills, Experience, Aptitude & Judgement:

- Analytical, numerical and reasoning abilities;
- Ability to work both individually and as part of a team;
- Data analysis and planning skills;
- Excellent time management and self-motivation skill;
- Good communication and organizational skills;
- Ability to prepare project and technical reports
- Work effectively with diverse attitudes and groups;
- Team-oriented;
- Goal-oriented;
- Interest in dealing with end-users;
- This person has a strong overall knowledge of both the functional and technical aspects of Microsoft Dynamics AX and SQL Server;
- Interest in exploring and learning utility technology innovation.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Salary commensurate with experience and qualifications.

Deadline for submission of applications (inclusive of a cover letter, resume and a FortisTCI application form) is January 12, 2023.

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