



REF: DIO2107 ERP APPLICATION SUPPORT & REPORTING SPECIALIST

Company Profile

Diomac® is a dynamic and progressive Irish software company specialising in the design, development, and implementation of fully integrated management information systems.

Our software, DIOMAC® ERP, provides a complete solution for production, traceability, financial reporting, and analytics giving business owners and management full visibility of their factories and business.

With a growing number of client companies in Ireland and the United Kingdom as well as France, South Africa, and USA, this is an exciting time in the development of the company with excellent opportunities for the successful candidate to advance their career.

Summary:

Diomac® is seeking to recruit a team-orientated and confident **ERP Application Support & Reporting Specialist** with a genuine interest in business information and digital technology. The successful candidate will become part of our well established and talented technical team and must have an excellent understanding of SQL database management and a high degree of proficiency in SQL scripting. This role requires strong computer skills and close attention to detail together with the ability to explain a technical issue to a colleague or a customer. The position offers excellent opportunities to progress to a key leadership role within the organisation and requires working closely with the project management and customer support teams.

Mid-Level candidates are encouraged to apply.

Key Responsibilities

- Support end-user system and reporting requirements once fully proficient in the use of all aspects of Diomac® ERP Application.
- SQL scripting for database queries and reporting (Crystal Reports, Excel/Pivot and SSRS Reports)
- Build and maintain strong working relationships with colleagues in system development and customer support.
- Liaise with front-line support team, troubleshooting on Diomac® ERP related technical issues that impact user experience.
- Front-end testing for new development, bug-fixes, and improvements.
- Create and maintain user documentation.
- Data validation and migration during customer onboarding.
- Report to Senior Project Manager regarding daily tasks and priorities



Preferred Skills, Attributes and Experience

- Bachelor's Degree in computing, information systems or related discipline
- Strong Proficiency in SQL, relational database structure and SQL Server
- Experience in help desk software and remote support tools
- Strong organizational and multi-tasking abilities and a good team player
- Excellent critical thinking ability on technical & non-technical issues
- At least two years of technical support experience in a fast-paced customer-focused environment.
- Energetic, responsive, and detail-focused
- Excellent communication and problem-solving abilities

Bonus Skills & Experience

- Knowledge of accounting and financial software packages
- Knowledge of reporting systems such as Crystal reports and Excel pivot reporting
- Experience in troubleshooting, training and preparation of user guides and documentation

This is a full-time permanent position with flexible on-site or remote work options. We offer health and pension benefits and a highly competitive salary based on experience.

If you think you would be interested in joining the Diomac® team then you should submit a CV and cover letter by email to deirdre.carr@diomac.com. Closing date for receipt of applications is **Friday 2nd July 2021**.