



## REF: DIO2201 ERP APPLICATION SUPPORT 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 sales, purchasing, production, quality, 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 gain invaluable experience in a well-established Irish software company serving global markets.

### Summary

Diomac® is seeking to recruit a people-oriented and conscientious **ERP Application Support Specialist**. The successful candidate will have a genuine interest in business and digital information technology and the enthusiasm to sustain valued lasting relationships with a growing number of DIOMAC® ERP customers. You will be fully trained as a technical subject matter expert in DIOMAC® ERP and Jira® Service Management.

This role requires strong organisational skills and close attention to detail, together with the ability to understand ERP and service desk software to support our customers. We are ideally looking for someone with experience in a similar role, but we are also open to applications from recent graduates with a can-do attitude and a strong interest in developing their career with us.

### Key Responsibilities

- Become a Subject Matter Expert in the DIOMAC® ERP product and utilize that expertise effectively to help customers. Share and deliver knowledge with peers.
- Leverage Jira® Service Management to empower teams, streamline workflows and drive process improvement.
- Be a Customer Advocate providing support to users/administrators of our platform, contributing to the growth of best practices for delivery of support services.
- Manage customers' expectations and experience in a way that results in high customer satisfaction.
- Provide clients with DIOMAC® ERP training and user documentation.
- Manage user acceptance testing (UAT) and releases for software deployment and change initiatives.
- Drive Service level agreement (SLA) support and key performance metrics.
- Develop & document policies and procedures to optimise customer support function.
- Produce regular reports on Support Activity to Management.
- Contribute to the development of internal knowledge base and customer solution portal.
- Understand customer use cases, perform troubleshooting, and replicate issues to verify potential product related bugs by writing SQL scripts to diagnose root cause.
- Report to Senior Project Manager regarding daily tasks and priorities.

## Preferred Skills, Attributes and Experience

- Qualification in Business Information Systems or related discipline.
- Desire to lead, own and develop a best-in-class support environment.
- Experience in providing first level support for Business Enterprise Applications such as SAP Business One, Sage 200, Dynamics 365, or other ERP software. Ideally 2 years plus experience but equally open to ambitious recent graduates who can demonstrate a strong interest and desire to develop their career with Diomac.
- Experience in the use of Data Analytics and Visualisation software such as Power BI or Tableau would be a distinct advantage.
- Experience using help desk software and remote support tools.
- Proficiency with SQL Server and SQL scripting.
- Strong aptitude for learning new technologies and understanding how to utilize them in a customer facing environment.
- Determination to support the delivery of innovative solutions for internal business functions.
- A team mindset with a strong desire to professionally develop and succeed.

## Bonus Skills & Experience

- Experience working with and supporting ERP Systems and it's end users.
- Familiarity with Jira® Service Management and Confluence.
- Understanding of Food Processing industry.
- Knowledge of accounting and financial software packages.

## Remuneration & Benefits

- Attractive salary commensurate with experience
- Full-time permanent position
- Flexible on-site and/or remote work options
- Training and Development Opportunities
- Health Insurance and Pension Schemes
- Bright friendly office and free parking
- Fun company activities and much more..

If you think you would be interested in joining the Diomac® team, we invite you to submit a CV and cover letter setting out why you feel you are the ideal person for this role by email to [careers@diomac.com](mailto:careers@diomac.com).

Closing date for receipt of applications is 6<sup>th</sup> May 2022.