

Job Title: ERP Finance Implementation Consultant	Contract type: Permanent
Department: Implementation – Johannesburg	Date: July 2015
Reporting to: Operations Manager	Contact: michelle.bothma@kerridgecs.com

Position Overview:

- Kerridge Commercial Systems is a market leader in the development and provision of trading and financial software environments for specialist Distribution, Wholesale, Merchant and Retail industry sectors, addressing single- or multi-branch operations, as well as catering for organisations with 'point-of-sale' showrooms and warehouse.
- Working as a Finance Implementation Consultant within the Implementation Department of Kerridge Commercial Systems (KCS), you will enable customers to use K8 functionality to successfully run their day to day business. The Consultant's role is an independent, customer location based role, where you will be required to follow our corporate Consultant Charter to deliver consultancy services to our customers. Taking work direction from the Project Manager, your diary will be managed remotely by the Operations Delivery Team (ODT).
- You will assist in the demonstration, business discovery, training and implementation of KCS systems, mainly at customer sites; delivering consultancy services, focusing on ERP implementations in particular. You will liaise with other departments and customers during the implementation and will also be involved with working with our in-house Development team to produce detailed, accurate system specifications or undertake system testing.
- The role involves travel (your own vehicle is an essential part of the role) to customer sites across South Africa, and may also include travel to neighbouring Countries to South Africa.

Main Duties and Responsibilities:

- To take a lead within the implementation teams responsible for the installation and setup of systems, and to advise both consultants and customers on the use of accounts specific software modules for their particular business.
- To provide Accounts and associated applications training and demonstrations, preparing for and undertaking demonstrations to support presale consultancy for the customer.
- To take responsibility within an implementation to ensure all core implementation and customer documentation is completed and in particular that a pre live check list is completed and that the customer is ready to go live.
- To resolve, or assist in the resolution, of customer problems and queries arising from the implementation and subsequent live operation of standard or modified software at customer sites.
- To attend project meetings when required, internally or with clients, to gain or impart knowledge on current status of projects and to document details when appropriate.
- To assist the support function at all times on current or previously implemented systems, as and when required, by taking support calls from clients when appropriate.
- To liaise with the customers to define, or help define, specifications for modifications to the software related to the implementation of a system.
- To assist the development team with understanding of specifications during the development of modifications and subsequently test and document developed changes.
- To train colleagues in the operation of modified software, as and when required, to ensure a smooth hand over of projects to the support function.
- To train the customer's project team and provide knowledge transfer in the operation of modified software, as and when required.
- To cover for colleagues, as and when required, in all areas where knowledge overlaps, and to undertake other such duties as may reasonably be requested.
- Production and submission of consultancy documentation in line with company procedures and submitted in a timely manner.

Knowledge and Experience:**Essential:**

- Accounting knowledge at a business level
- Sound working knowledge of ERP business processes and procedures, including day to day transactions, month-end and year-end activities.
- A minimum of 2 years' experience working as an implementer for a software house or senior experience gained in the distribution sector such as a Builders Merchant, Plumbers Merchant, Electrical Wholesaler or other distribution or ERP businesses
- Demonstrable configuration, installation and implementation experience relating to ERP including GO LIVE'S and working knowledge of Accounting processes, in South Africa.
- Proficient in Microsoft Office and producing high quality consultancy documents i.e Visit Forms, Visit Notes and business cases including business discovery and producing system specifications.
- Knowledge of Database platforms for ERP solutions e.g. Oracle or similar
- Exposure or qualification in PRINCE 2 or other recognised project methodology.
- Requires in-depth knowledge and understanding of at least one area of expertise such as Trading systems (ideally K8 or Rev 7) ideally with an associated knowledge of ADP software on a KCML platform.
- Excellent customer service and customer facing skills to work alongside customers on and off site.

Desirable:

- A degree in Accounting would be desirable.
- Exposure to various operating systems such as LINUX, UNIX, XP, VISTA would be advantageous.

Person Specification:

- Excellent written and verbal communication skills with the ability to communicate at both board and end user level
- Ability to present in a professional and structured manner with diverse groups of individuals
- Ability to work under pressure with limited time, direction and guidance to complete tasks in a timely and accurate manner
- Be able to investigate issues and generate an effective solution in a systematic and logical manner
- Maintain professional communication and project a professional image at all levels
- Be adaptable and work as an effective member of a team
- Be organised and manage workload efficiently in particular submitting consultancy documentation, timesheets, site visits, obtaining customer sign off for consultancy work undertaken
- Work conscientiously and use own initiative
- Be calm under pressure and manage stressful situations
- Adopt a positive, pro-active approach to work.
- Ability to recognise how, when and to whom an issue should be escalated.
- Ability to delegate and supervise activities and tasks.

Special Conditions:

- The role requires you to have a valid SA driving licence and a suitable vehicle to travel long distances.

Remuneration:

- The salary and package are commensurate with the role and experience

To apply, please email a copy of your most recent CV to michelle.bothma@kerridgecs.com