Job Title: ERP Trading Consultant		**Contract type:** Permanent	
Department:		**Date:** April 2017	
Reporting to:		**Contact:** recruitment@kerridgecs.com	

Position Overview

- Kerridge Commercial Systems (KCS) is the market leader in developing and delivering fully integrated business management solutions for distributors, suppliers, resellers, wholesalers and merchants. Our mission is simple: to design, implement and support high performance systems that enable our customers to source effectively, stock efficiently, sell profitably and service competitively.

- To assist in the demonstration, business discovery, installation, training and implementation of KCS systems at customer sites delivering consultancy services focusing on ERP implementations in particular. You will also be involved with working with our in-house Development team to produce detailed, accurate system specifications or undertake system testing.

- To liaise with other departments and customers during the implementation and to assist in the resolution of problems on behalf of the customer resulting from the practical application of the software.

- Providing support, knowledge transfer and assisting System Consultants or colleagues as necessary.

- **The role involves travel (your own vehicle and a valid passport is an essential part of the role) to customer sites in SA as well as surrounding countries. You may also be required to travel to our other offices in the UK and overseas.**

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 trading specific software modules for their particular business. Trading modules you will be required to implement: Sales Order Processing, System Utilities, Stock Checking, Advanced Analysis, Report Generator, Printer Management, Purchase Invoice Matching, Forecasting, Data Warehouse, Workplace, Data Exchange, CRM, Customer Pricing, Central Master Files, Buying Terms, Branch Files. An awareness of how transactions interact with our Accounts modules will also be required.
- To provide Trading and associated applications training and demonstrations, preparing for and undertaking demonstrations to support presale consultancy
- To provide Trading application training & consultancy for the customer.
- To take responsibility within an implementation to ensure all 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. Timesheet completion in line with company procedures.
- The role will include demonstrations of the product, business discovery, installation and training of systems at customer sites.
  Delivering consultancy services focusing on ERP implementations in particular.

Job Function Competencies:

- Train customers (and others) in use of applications or other systems after training.
- Produce accurate specifications suitable for developers. Test modifications and provide good quality documentation for proof of testing.
- Support the implementation process pre/post live including, investigate and document project issues.
- Support customers during and after the go live process.
- Record and manage implementation queries and issues following company policies and procedures.
- Accurate and timely production of customer site visit forms and timesheet submission to enable customer billing to commence

Knowledge and Experience

Essential
- Educational/vocational qualifications, technical skills, commercial work experience.
- Sound knowledge of travelling to various locations around South Africa and surrounding Countries. The role requires you to have a valid South African driving license and a suitable vehicle to travel long distances.
- Sound working knowledge of ERP business processes and procedures, including day to day transactions, month end, 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 including working knowledge of Supply Chain processes.
- Proficient in Microsoft Word, Excel and producing high quality consultancy documents such as written Visit Forms, Visit Notes and business cases including business discovery and producing system specifications.
- Exposure to various operating systems such as LINUX, UNIX, XP, VISTA would be advantageous.
- Knowledge of Database platforms for ERP solutions e.g. Oracle or similar
- A degree in Business or Information Technology would be desirable.
- 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 a Trading system, ideally with an associated knowledge of ADP software.
- Excellent customer service and customer facing skills to work alongside customers on and off site.
- The role will require you to deliver presentations/training to customers on site or at one of the office locations.

Personal Skills
- Soft skills such as communication, presentation, personal attributes.

- Excellent written and verbal communication skills with the ability to communicate meaningfully at both board and end user level.

- Strong interpersonal skills with the ability to interact with diverse groups of individuals and maintain effective working relationships within a team environment.

- Ability to work under pressure with limited time, direction and guidance to complete tasks in a timely and accurate manner.

- The ability to present in a professional and structured manner up to board level.

- Be able to investigate issues and generate an effective solution in a systematic and logical manner.

- Maintain professional communication at all levels.

- Project a professional image at all times.

- 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.

Remuneration:

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

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