

Job Title: Technical Consultant	Contract type: Permanent
Department: Professional Services Group	Date: April 2017
Reporting to: Product Manager - Internationalisation & Localisation	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.
- The Technical Services Team provide customers with Technical consultancy services in Data Exchange, E-Business and Print Solutions
- Consultancy Services on the K8 Data Exchange Module carrying out design, implementation and training
- Design and implementation of Kprint formats including training.
- Technical consultancy including configuration, set up and training on: document scanning, signature capture, EDI and integration with third parties.
- Demonstration and Pre-sales support on the Technical aspects of K8
- As one of the main points of KCS contact for Customers, the Technical Consultant will be expected to project a professional image at all times and to build up and develop good relationships with Customers and other KCS Departments. The role involves travel (your own vehicle is an essential part of the role) to customer sites across UK, Ireland and may also include overseas travel to our other offices in UK, Ireland, Netherlands and South Africa.

Main Duties and Responsibilities

The post-holder will be responsible for:

- Providing consultancy services on K8 Data Exchange carrying out Design, Specification, implementation and training for customers
- Providing the Design and Implementation of Kprint formats (K8 document manager) including training for customers.
- Providing migration and conversion consultancy and tasks for customers looking to upgrade
- Providing technical application training for customers
- Resolve or assist in the resolution of technical customer problems and queries arising from the implementation
- Attending project meetings when required, internally or with clients
- Providing documentation (e.g. specifications, testing notes etc) on all technical tasks carried out for customers
- Liaising with customers to define or help define specifications for modifications to the software
- Assisting the support function customer systems as and when required
- Producing consultancy documentation in line with company procedures including completion of daily timesheets and visit forms.
- Continually and pro-actively acquiring and retaining knowledge of KCS products and systems and encouraging other personnel to do this
- Undertaking any other projects as required by their Manager
- Knowledge and Experience

Knowledge and Experience

Essential

- A Computer Science degree, or degree with a large element of computing, or equivalent qualification/ experience
- Technical understanding of the data structures of an ERP system.
- Experience of working with an ERP system including technical set up or technical issue resolution.
- Experience of delivering technical work for customers.
- Experience of delivering solutions to customers both remotely and on site.

Desirable

- Prior 3rd party integration experience
- BI and report design experience
- Exposure to various operating systems such as Linux and Unix
- Prior Implementation and Technical Consultancy experience

Other

- This role will involve travel and therefore a valid UK driving licence is essential

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

The deadline for internal applications is 4th May 2017