

Job Title: Technical Provisioning Analyst	Contract type: Permanent
Department: Service Management	Date: April 2017
Reporting to: Technical Manager	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 Commercial Software Support Department assists customers with queries and problems relating to the KCS application software post implementation. The Department also provides customers with a wide variety of other services including the installation of new software and customer training
- Installation of new Customer systems on Customers' own Servers or in our hosting Platform
- Installation of K8 Software patches and releases
- Migration of Customers Systems onto new Hardware or Hosting Platforms

Main Duties and Responsibilities

- Installation of New Customer systems on Customers' own Servers or in our hosting platform
- Installation of K8 Software patches and service packs through the KCS Release mechanisms
- Management and implementation of Customer migrations onto new hardware or hosting platforms
- Working on support calls when available to assist with problem resolution
- Regularly updating customers regarding the status of their projects
- Building and patching on internal systems used for QA and development
- Working with members of the Support Team and other departments to ensure that customers receive a prompt efficient service
- Continually and pro-actively acquiring and retaining knowledge of KCS products and systems
- Pro-actively using the Intranet to share knowledge
- Taking the initiative and identifying ways in which the Support Service and/or Support Procedures can be improved and discussing these with their Manager
- Following and applying the standard Commercial Software Support Procedures and Practices
- Undertaking any other projects as required by their Manager or the Service Management Director

Knowledge and Experience

Essential

- Unix/Linux experience
- Extensive experience in a customer-focused role in a service oriented environment
- Time Management and Project management Skills
- Excellent written and verbal communication skills

Desirable

- A Computer Science, Mathematics or degree with a large element of computing (or equivalent qualification) or extensive experience in a software support role
- Experience of one or more of the following languages: C++, C#, Visual Basic, Java, KCML
- An understanding of Oracle databases and/or SQL
- Experience of web services, XML and SOAP
- Experience with ERP software

Other

- The company reserve the right to require you to work in accordance with our Out of Hours (OOH)/On-call rota at such time your manager feels your experience is suitable to do so. Further details will be provided in due course.
- This role may require some travel

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