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| **Role Title:** | ERP Support Analyst |
| **Location:** | Milton Keynes HQ  |
| **Reports to Role:** | Senior ERP Functional Manager |
| **Direct Reports:** | None |
| **Grade:** | F |
| **Notice Period:** | Normal |
| **Version Number and date:** | V1.4 – 18-01-2024 |

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| **Role** **Purpose** |
| The role will help support the ERP Systems -Dynamics AX 2012 and D365 as a whole and provide functional support in all modules of Dynamics AX2012 and D365 Finance and Operations with the key focus on Finance and Supply chain.The role will be within ERP Team in DPG, and this team is the first point of contact for everything relating to the ERP Platform. The role will include 2nd, and 3rd line support, managing service requests, providing, and documenting resolutions, testing new developments, and maintaining the Support portal. |

| **Key Accountabilities & Responsibilities**  |
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| **Responsible for supporting ERP Platform (AX 2012 and D365) in Finance and Supply chain areas.*** **Being the contact point for all initial queries** on AX/D365, filtering usage problems from issues with the system, raising and escalating issues with Stakeholders and department heads.
* **Supporting all functions across the business** to document, replicate and resolve AX incidents and liaising with users.

Responsible for finding solutions to incidents and problems – performing **root cause analysis** for all P1 and P2 business critical issues that cause major impact to business and the issues which are recurring to reduce such cases.* **Confident in interacting with Business SMEs and Key users** to discuss issues and resolutions. Monitoring and liaising with proper resolution and responses for the issues escalated by the users and Key stakeholders.
* **Create knowledge base articles, FAQs, and processes documentation** for known issues, and workarounds ensuring these are reviewed and maintained. Identify situations where business users are not using all the best or most appropriate practices or processes and make recommendations for improvement or deliver training as required.
* **Assist with data reconciliation and audit requests** by our Auditors both internal and external.
* **Manage DOA - Delegation of Authority and JML -Joiners Movers Leavers** process and help automate it wherever possible to minimise execution time and manual paperwork. Maintaining and monitoring user security to ensure appropriate roles and permissions are in place.
* **Help to Identify Business process optimisation and Automation** needs and help deliver the same two per quarter in line with the roadmap laid out by Business Technology Head.
* **Participate to support Code release and regular maintenance activities** by technical team. Creation and execution of scenarios for user acceptance testing relating to changes generated from service requests and incidents and roadmap deliverables.
* **Basic Knowledge of 3rd party Software** useful not mandatory **- FASTPATH** for segregation of Duties and roles and permission management and **MAVIM** for Business Process Management
* **Supporting the ERP Platform Support Lead with weekly reporting** requirements and monitoring SLAs from our offshore support partner, Stakeholder management and effective and timely communication ensuring business users are kept up to date on changes, updates and general status. Carry out any other reasonable management instruction to the expected standards that ultimately supports the business.
* **Domino’s Health & Safety Policy and other safety procedures and guidelines** are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents, and problems as soon as practicable to their supervisor, manager or other senior members of staff available.
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| **Person Specification**These criteria will be used to measure applicants objectively or used as development for existing employees and it will ensure that the basis of decision-making is transparent.  |
| **Essential Skills*** Minimum 3 years’ experience of Dynamics AX 2012 R3 and D365 in Support / Project Implementation
* Delivery focused, customer facing team player with thorough understanding and domain knowledge of business processes to support issues in Supply chain, Warehousing and finance domains including Org Admin, System Administration including Workflow and Security roles.
* Self-starter and able to work independently adhering to the delivery standards as set out by Platform Support Lead.
* Team player and self-learner - Should be able to support queries coming across all relevant functions and work with partner teams to get a resolution
* Able to take on new tasks and apply current experience/skills to facilitate successful outcomes.
* A high standard of interpersonal and negotiation skills for liaison and management of communications with external suppliers, project stakeholders and users.

**Desirable Skills*** Experience working with food distributors, franchisee model, 24x7 operations.
* Prefer D365 Certifications
* Flexible with working hours as it is a 24/7 support Structure and ERP Team performs weekly on-call rota out of hours on weekly basis to help resolve P1s out of hours i.e. One of the support team members is always available On-Call to address P1 issues 24/7 as per the Rota with a response time of 15-30 minutes.
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| **Competencies** |
| * Communicate confidently and effectively both written and oral at all levels of the organisation.
* Analytical and Data driven approach to problem solving, self-starter, able to work with minimum supervisions.
* Team Player, decisive in nature and takes ownership and responsibility for achieving Goals and targets set.
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