



## **VACANCY – SENIOR ERP TECHNICAL ANALYST & SUPPORT**

Applications are invited from interested and suitably qualified individuals for the position of **Senior ERP Technical Analyst & Support, FortisTCI, Providenciales, TCI.**

### **Description**

The Senior ERP Technical Analyst & Support is responsible for the investigations, escalation and resolution delivery for application issues surrounding FortisTCI's Enterprise Resource Planning (ERP) System.

The position ensures that the ERP is optimized by assisting in system interface/integration, development/enhancement activities and end-users training. The role also monitors and maintains FortisTCI's SQL Server and Metering Data environments.

### **Main Duties & Responsibilities**

- Monitor development activities to ensure development guidelines are being followed;
- Design and maintain a source control strategy for internal development projects;
- Assist with testing new releases of ERP systems prior to use in a production environment
- Work closely with the end-users to create required documentation that will be used by developers for customizing Microsoft Dynamics AX/ D365/ MECOMS;
- Work closely with the end-users and ERP vendor / developer to ensure that all deadlines related to technical aspects of the Microsoft Dynamics AX/ D365 / MECOMS implementation are either met or exceeded;
- Highly participate in business requirement analysis, functional design, technical design and on-going activities related to build and deployment phases of the project;
- Development of customizations to Microsoft Dynamics AX/ D365, inclusive of writing code and perform unit testing.
- Test code for validity of results, accuracy and conformance to specified development specifications.
- Manage the development and implementation of the Iron Meter Data Management Application, including testing, training, documenting, and maintaining systems.
- Responsible for the management and support of data collection equipment such as Fixed Network collectors/repeaters, FC300 handhelds and Mobile collection devices.
- Assist with integration of Meter Data Management application and current Customer Information System and other systems as required.
- Collect, correlate, and analyze meter and communication system data, provide reports, findings, and recommendations based on this analysis.
- Configure and maintain SQL database servers and processes, including monitoring of system health and performance, to ensure high levels of performance, availability, and security;

## **Project Management**

- The position holder must follow the best practice in project management:

## **Other responsibilities that will be assigned from time to time**

- This Job Description indicates the general nature and level of work performed by the position holder. It is not designed to contain nor should it be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of individuals in this role.

## **Academic/Technical/Management Experience & Qualifications:**

- Bachelor's Degree in Computer Science or equivalent combination of training and experience.
- Experience with MS Applications environment - Dynamics CRM, MS Office, MS SharePoint
- Knowledge of ERP and CIS Software in the areas of customer service, finance, production, supply chain & other project functionalities e.g. Oracle, Sage Knowledge of Dynamics AX Architecture (layers, models, tiers, etc.) is a preferred;
- Acquired one or more functional certifications within Dynamics AX; AX development certification is an advantage;
- Experience in software development in X++/C#/Python/Java (or other high-level programming language), SQL, and knowledge database design concepts.
- Knowledge and actual application of Project Management standards (PMI certification is a plus)
- Good command of English language (Spoken and written)

## **Abilities, Skills, Experience, Aptitude & Judgement:**

- Analytical, numerical and reasoning abilities;
- Ability to work both individually and as part of a team;
- Data analysis and planning skills;
- Excellent time management and self-motivation skill;
- Good communication and organizational skills;
- Team & Goal oriented
- This person has a strong overall knowledge of both the functional and technical aspects of Microsoft Dynamics AX and SQL Server;
- Interest in exploring and learning utility technology innovation.
- Exceptional customer service orientation.

## **Salary commensurate with experience and qualifications**