

JOB TITLE: SunSystems Application Consultant

BASED AT: Hybrid (home/office) / OnSite

REPORTS TO: Head of Services & Support

Job Summary

To provide application consultancy services post sales and, if necessary, pre-sales, and deliver projects (with support from a Touchstone Project Manager), ensuring projects are delivered to a high standard on time & budget.

You will be responsible for the following:

Responsibilities

- Deliver application consultancy with the nominated product set: SunSystems 6+, SunSystems Reporting Services, Infor OS Workflow, QA Vision, Advanced Inquiry, Collect and B4B
- Run customer workshops and system design workshops alongside requirement gathering. Produce comprehensive and professional documentation including systems design documentation
- Carry out system testing, training and troubleshooting
- Keep abreast of changes, new releases and ancillary products through formal and informal training
- Become accredited in the chosen product set by study for and sitting the appropriate software authors' examinations
- Share knowledge and skills with the team
- Adhere to company quality standards
- Maintain effective communications with the Project Co-ordinator on all aspects of scheduling
- Learn and become fully conversant with all Touchstone project methodology
- Complete timesheets, expenses and work packages in line with Company deadlines

Knowledge, Skills & Experience

- Must have strong knowledge of SunSystems, Infor OS, Q&A and add-on products
- Be customer focused
- Excellent written/oral communication and organisational skills
- The ability to work with both technical and business personnel
- Able to function in high pressure situations, and work well under pressure
- Able to multi task and prioritise so that workload is managed effectively
- Able to troubleshoot complex issues
- Able to work independently and research effective solutions
- Desire to keep up to date with new products & versions
- SQL skills would be an advantage