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Person Specification: Development Support Consultant

QUALIFICATIONS

- 5 GCSE grade A*-C or equivalent
- Degree Desirable

CURRENT ROLE

Must have recent experience in c# within ERP implementations. Developing solutions for SAP Business One is preferred.

PERSONAL ATTRIBUTES

- Energetic and enthusiastic
- Actively seeks to learn new skills
- Excellent attention to detail
- Ability to remain calm and thrive working under pressure
- A good team player with the ability to use their initiative and work alone when required

DESIRED SKILLS

- Excellent organisational skills with the ability to multitask
- Excellent communication, interpersonal skills and customer service skills
- Good IT skills - Word, Excel, PowerPoint, Outlook, CRM or help desk system
- IT support experience in an ERP or WMS software product preferred
- Experience with SAP Business One preferred
- C# experience required
- Confident SQL language user (advanced)
- Integration experience required
- Confident with numerical tasks

LOCATION

To be within a one-hour commute of the Balloon One office in Brentford, London.

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This document describes the role, objectives and compensation plan for the Support Consultant. These objectives will be reviewed annually one month before the next year starts.

ORGANISATION

Managing Director – Service Delivery Manager – Support Consultant

The Support Consultant will report directly to the Service Delivery Manager.

DESCRIPTION

Balloon One is an accredited SAP and Korber partner. Balloon One implements and supports ERP and warehouse management solutions for small and medium-sized businesses nationwide.

We are looking for a candidate with existing software development experience to join our team as a Development Support Consultant. Full training on the Korber WMS, Balloon Springboard and SAP Business One products will be provided to enable the candidate to deliver support services to our UK customer base. The primary role is to respond to customers' queries, investigate issues and provide bug fixes to the solutions implemented in house. You will also be required to support the team on issues related to the c# code. This role will allow you to develop your existing customer service skills. You must be confident, with a willingness to turn your hand to the whole spectrum of support tasks. This is a fantastic opportunity to join a small company, where you will be rewarded for your success.

The first 3 months will be spent training and shadowing other consultants and Support after which the Support's responsibilities will include:

RESPONSIBILITIES

Telephone support forms the main responsibility of the role including:

- Telephone and email support for end-users and partners on a number of business applications and add-on products supported by the company.
- Responding to inbound support requests within defined response time targets.
- Contributing to Balloon's support knowledge base.
- Office-based technical and business support to field-based Balloon employees.
- Office-based consultancy for end customers including report writing and data migration.
- Code testing, bugs finding and fixes to the software code and customizations

Depending on the knowledge and client-facing skills level, the Consultant may be asked to carry out the following additional activities:

- Onsite visits to existing customers
- Deliver classroom training to end-users and partners

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TRAINING

The training programme for all Support Consultants lasts for three months and consists of formal classroom training, informal self-study, on-the-job training and shadowing of experienced consultants. A training plan will be created in collaboration with the Service Delivery Manager during the first two weeks of employment.

The Support Consultant will be expected to use all available online training materials. Balloon One will also sponsor job-specific product training where required.

The role requires individuals who can identify the develop new opportunities and working practices. There will be opportunities for progression as the company grows and these will be discussed as appropriate.

PROBATION PERIOD OBJECTIVES

During the first six months of employment, the Support Consultant will be expected to:

- Pass a number of technical assessments
- Manage at least 90 customer support calls
- Pass an SAP exam

BENEFITS PACKAGE SALARY

The Support Consultant will receive a gross salary of £40,000 to £50,000 per annum, depending on experience.

PROFIT SHARE SCHEME

The Support Consultant will also participate in a company bonus scheme which could be as much as 20% of the basic salary in any calendar year on a successful pass of probation.

PENSION SCHEME

A group personal pension scheme is in operation. Balloon One will match employee contributions of up to 2% of the Consultant's gross salary after 2 years of service.

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