

Business Central Technical Support Analyst

Hours of Work: 37.5

Place of Work: Hybrid

Reports To: Alex Wragg, Head of Support

About us:

We started up over 30 years ago, with the aim to make the lives of Manufacturers and Distributors easier and our aim has remained steadfast ever since. We like to think we have come this far because our customers know we want to help them - in the best way possible.

Microsoft Dynamics 365 is our tool of choice to help our customers achieve their business goals and we help our customers succeed because we believe in leading with business objectives, not technology. We take the time to develop an understanding of each customer's business while encouraging and educating them about best-practice processes.

We are a Great Place to Work® Excellence in Winner (over numerous years) and by having the right team in place (with the relevant skills and experience) as well as enjoying what they do and where they work, means we can deliver the projects that make a real difference to our customers.

Our obsession has always been to use technology to make our clients' businesses more efficient, and our people are critical to us in achieving this goal. With our people as our most valuable asset, our involvement in Great Place to Work® means we can continuously benchmark and improve our peoples' experiences to build and sustain great customer experiences.

Overall Responsibilities of the role:

The Business Central Technical Support Analyst is a key client-facing role responsible for addressing and resolving technical issues related to Microsoft Dynamics 365 Business Applications. This includes troubleshooting and investigating issues such as email, printing, network connectivity, performance issues, security, and authentication.

Main Areas of Responsibility:

- Investigate and troubleshoot technical issues related to Microsoft Dynamics Business Applications.
- Provide first-line support to clients, ensuring timely and accurate resolution of issues.
- Collaborate with the support team to document issues and resolutions in a knowledge base.
- Escalate complex issues to the Support Manager or appropriate technical teams when necessary.
- Monitor application performance and report any recurring or significant issues to the Support Manager.
- Stay up-to-date with the latest updates and features of Microsoft Dynamics Business Applications.

Skills and Experience:

Essential

- Strong technical skills and ability to troubleshoot and resolve issues using various tools and methods.
- Exposure to Microsoft Cloud Services such as Azure, M365 and BizApps
- Familiarity with networking and infrastructure both on premise and cloud
- Expertise and experience in an IT support environment
- Ability to work effectively in a team environment.
- Experience with server monitoring tools and diagnostic techniques.
- Exceptional customer service and communication skills, both verbal and written.
- Problem solving mindset and analytical - utilising objective evidence to feedback to drive improvement and innovation.

Desirable

- SQL and KQL Query Language Skills
- Experience with PowerShell
- AAD\Entra ID skills, i.e Defender, InTune, Security Centre

We are passionate about our employee's development, and we value potential and a growth mindset as much as experience and expertise and we therefore encourage you to apply, even if you feel you don't meet all of the requirements of the role as mentorship, coaching, development and support will be provided, including enrolment on the first part of our Academy Programme to provide you with an introduction into us as a business and our Support Team.

In return we will:

Support your development journey, help you grow and offer:

- A competitive salary depending on experience.
- Competitive Annual Leave - in addition, you will be entitled to an extra day's holiday for each calendar six-month period completed with no sick leave.
- Access to our Employee Assistance Programme – offering a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues.
- Pension scheme: eligible to join the company pension scheme 3 months after your start date with matched contributions up to 3%.
- Death in Service: you will be enrolled in our Company Death in Service Scheme (unless you wish to opt out) – the cover is for 4 times your salary.
- Private Health Insurance – you are able to join our Company Health Scheme upon commencement of employment

Diversity and Inclusion

Tecman is committed to promoting equality of opportunity for all employees and job applicants. We aim to create a working environment in which all individuals can make the best use of their skills and can express and develop their potential, from the moment they are hired and throughout their career,

by offering a diverse and inclusive community that respects individuals and enables them to strive for success in order to contribute positively to the business, free from discrimination or harassment.

Tecman reserves the right to close the vacancy before the stated closing date if a high volume of applications is received. Due to the volume of applications we receive, we are not able to provide detailed feedback to applicants that we not shortlisted.

You must have the legal right to live and work in the United Kingdom.