

Business Central 2nd Line Support Consultant

Location: Hybrid Office – 1 fixed team day per week in the office, with a second day required where business needs dictate (e.g. new starters, team meetings, appraisals, company events)

Remote Based – considered depending on experience.

Hours of work: 37.5 hours per week

Reports to: Alex Wragg, Head of Support

A bit 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:

Technology Management are looking for a Business Central 2nd Line Support Consultant to join our growing support team, resolving complex issues and helping customers get the most from their ERP system. This is a great opportunity to deepen your technical expertise while working closely with customers and internal teams.

As a BC 2nd Line Support Consultant you will work alongside the existing support team to assist customers with support concerns and challenges, resolving issues and recommending solutions to address their needs.

Main Areas of Responsibility:

- Log and manage customer issues via phone, email, and portal.
- Ownership of complex/technical issues within Business Central, you will identify, analyse, and resolve tickets using the available resources and documentation.
- You should also be able to escalate complex or unresolved issues to a Team Leader.
- Co-ordinate escalated tickets with the Support Developer team to ensure any code fixes are tested and implemented successfully.
- Manage incidents in line with SLAs, balancing urgency, impact, and customer expectations.
- Contribute to knowledge sharing across the team.

The Person

You will be someone who enjoys digging into complex issues, working across finance and ERP processes, and communicating clearly with both technical and non-technical stakeholders.

If this is you then you might be the perfect fit for Technology Management's Support Team.

Experience

- A minimum of 3 years' experience working with Business Central in either consulting, support or as a Key/Super user for an end user.
- A strong background in Finance based job roles or Finance based ERP system modules would be preferable.
- Proven experience in implementation or support of ERP Systems, preferably Microsoft Dynamics 365 Business Central or Dynamics NAV.

Communication

- Ability to work effectively in a team environment.
- Exceptional customer service, communication and interpersonal skills, both written and verbal.

Skills

- A customer-centric mindset and problem solving attitude - utilising objective evidence to feedback to drive improvement and innovation.
- Proven track record of managing escalations from customers and delivering resolutions.
- Time Management, Prioritisation and Working under Pressure.
- Desirable experience to integrations, extensions, and modern tooling (e.g. APIs, third-party apps, telemetry insights) would be advantageous

What we offer:

- Use of the latest AI tools to help you work to your maximum potential
- A competitive salary depending upon experience
- Competitive annual leave that includes an entitlement 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
A friendly and collaborative work culture, with regular social events
- A chance to work with some of the most talented and innovative people in the industry
- A continuous learning and development program, with opportunities to grow your skills and career

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.

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

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

Please note: when you submit your CV for application, this may be retained on file indefinitely for future opportunities, in accordance to our GDPR Privacy Notice. If at any point you wish to exercise your right to be forgotten and have your details removed, please let us know by contacting recruitment@tecman.co.uk