

<b>Job Title: Epicor Kinetic Senior Analyst - Programmer</b>	<b>Location: Hunmanby</b>
<b>Department: IT</b>	<b>Contract: Full Time</b>
<b>Reports To: Andrew Clements</b>	<b>Direct Reports: N/A</b>

### 1.0 Job Summary & Role

The candidate will be required to be part of a team to support the existing Epicor implementation, running on version 11.2.200.

The candidate will need to be able to work independently without close supervision and demonstrate an innovative approach to advancing the Epicor system in areas such as BPM development, business intelligence, EDI and implementing new modules.

The role will also involve the daily management of the Epicor support desk, requiring the users to be able to communicate with users and prioritise the workloads.

We also work with third party consultants and the candidate needs to be able to work as part of team with the consultants.

The candidate will be expected to develop the new Kinetic customisation skills.

The role will also provide the opportunity to cross train into other software (e.g. Salesforce).

### 2.0 Key Responsibilities & Main Duties

- Management and resolution of Epicor support calls
- Process analysis and documentation
- Solution design
- Development of technical solutions using the Epicor toolset (BPM, BAQ, Customization).

### 3.0 Internal & External Relationships

This role will require the candidate to be able to liaise with all areas of the business and at all levels.

It will also involve the support of our other Epicor site in the US.



#### 4.0 Key Performance Indicators

- An organised approach to supporting the Epicor system, ensuring that all work is tested such that it does not jeopardize the 'business as usual operation'.
- Prompt response to user queries raised by the help desk
- The ability to onboard new skills such as Kinetic customization.

#### 5.0 Essential/Desirable Factors

Skills & Attributes	
<p>Essential:</p> <ul style="list-style-type: none"> <li>• Understanding of the 'Procure to Pay' process in Epicor</li> <li>• Understanding of the 'Order to Pay' process in Epicor</li> <li>• Understanding of the 'Design to Build Process in Epicor</li> <li>• Epicor ICE toolset (BAQ, BPM and classic customizations)</li> <li>• C# programming</li> <li>• SSRS</li> </ul>	<p>Desirable:</p> <ul style="list-style-type: none"> <li>• Understanding of the 'Record to Report' business process in Finance</li> <li>• Automation Studio</li> <li>• Kinetic Customization</li> <li>• Sql Server DBA skills</li> <li>• Salesforce CRM and Epicor Integration</li> </ul>
Experience	
<p>Essential:</p> <ul style="list-style-type: none"> <li>• Epicor 10 or 11, experience (at least three years)</li> </ul>	<p>Desirable:</p> <ul style="list-style-type: none"> <li>• Using Salesforce</li> </ul>
Qualifications	
<p>Essential:</p>	<p>Desirable:</p> <p>IT related qualification at HNC Level or equivalent</p>

Created by	Dated Created
Andrew Clements, ERP Director	06/03/2023

