

SAP Support Consultant

We have an exciting opportunity for an experienced SAP Business One Support Consultant and can offer the successful candidate exceptional career development and progression. Ideally you will be working for an existing SAP Business One Partner however candidates with experience in a service desk end user environment will also be considered for the role.

As a Support Consultant you will provide service desk assistance to our SAP Business One customer base that are from a diverse range of industries. You will be required to process support tickets efficiently with a professional manner, resolving issues and escalating to specialists when required.

Principle Responsibilities

- Good time and task management
- Able to work under pressure and prioritise work
- Good written and verbal communications
- General knowledge of business practices
- Logical problem-solving abilities
- An ability to understand internal systems and adhere to processes
- SAP B1 experience is desirable (preferably SAP B1 Certified)
- MS SQL administration experience
- Experience work with HANA databases is required
- Strong technical skills in supporting of SAP B1 system in a Windows and Linux environment
- Knowledge of SQL query writing
- Crystal Reports experience
- Boiyum Usability Pack experience preferable

Person Requirements:

- SAP Business One experience is essential
- Strong accounting or business management software experience
- Experience of any of the following will be beneficial, Exchequer, Sage, Opera, Navision or Great Plains.
- This is a customer facing role so personal presentation and personality are key. At Frontline we want everyone to integrate seamlessly into our team and attitude to work and your colleagues are important to us.
- Excellent written and spoken English and the ability to demonstrate to customers an understanding of their requirements.

- Ability to interrogate business processes and identify the root cause of an issue reported.
- SAP Business One certification is an advantage but not essential.
- Candidates must be comfortable working with all levels of staff through to senior management and directors. You must be confident and able to think on your feet and have a 'can do' attitude.
- The successful candidate will be personable, a team player, and a quick learner.

Benefits:

- Hybrid working, 3 days office, 2 days at home.
- Company enrolled benefits package
- Employee Assistance Programme
- 22 standard days annual leave plus UK bank holidays
- 1 additional annual leave day on your birthday
- 2 additional annual leave days entitlement at Christmas
- Pension Scheme after 3 months of service
- Pool Table, Massage Facilities and Next-Gen console on-site
- Company laptop
- Employee of the Month bonus scheme of £500 if you are successful
- Employee referral fee of £1,000 if successful