

ERP SUPPORT SPECIALIST

GENERAL SUMMARY:

Provide overall support related to Bonnie Plants' enterprise resource planning (ERP) system.

AREAS OF FOCUS:

Provide Microsoft Dynamics NAV support to all stations via phone, email and remote access.

Train Station and Office Managers on processes and new functionality. Develop process documentation.

ESSENTIAL RESPONSIBILITIES:

- Provide first level direct support to end users and station managers via email or phone.
- Analyze and troubleshoot day to day challenges, error codes and functionality issues.
- Serve as a NAV subject matter expert (SME) in regard to workflows, processes and best practices.
- Provide on-site and remote training to end users on new features and functionality.
- Create and update process documentation.
- Proactively addressing daily operational concerns in a fast-paced environment.
- Ensuring timely resolution and problem solving for all incoming support tickets or communication.
- Tracking all inquiries and providing proactive feedback and recommendations to IT department and Bonnie leadership teams to stay ahead of any potential growing obstacles or roadblocks to the software and/or production plans.
- Collaborating with internal departments as a cross functional team to maintain smooth system operations and a speedy resolution process.
- Establish and maintain a positive and professional relationship with managers and end users.
- Assist in annual system auditing, station year-end inventory process and potential onsite NAV audits.

SKILLS/QUALIFICATIONS:

Minimum Education and Experience:

- Bachelor's degree in information systems, business analytics or supply chain preferred

Licenses and/or Certificates:

- Valid driver's license

Knowledge, Skills, and Abilities:

- Ability to learn complex software
- Excellent communication skills and the ability to communicate technical concepts and information to non-technical end users verbally and in writing
- Strong computer skills and technical understanding of Microsoft Office Suite
- Ability to effectively train end users on software functionality
- Process documentation experience preferred
- Microsoft Dynamics NAV, Supply chain and/or horticulture experience preferred

WORKING ENVIRONMENT:

Working Conditions: Primarily within office but some travel may be required. Job requires regular 5-day work week all year but will require some weekend remote availability during peak spring season.

DISCLAIMER: The information on this description has been designed to indicate the general nature and level of work performed by employees within this job title. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, environmental conditions, or qualifications required of employees assigned to this job.