

Job Title: IT Business Applications Support Analyst

Location: Aurivo House Finisklin Business Park, Sligo

Opportunity: Full-time

Aurivo Co-op is a large multi-purpose Co-operative engaged in a wide range of activities including dairy processing, liquid milk distribution, animal feed milling, retail stores, e-commerce, garden centres, livestock marketing and sports nutrition. In Aurivo our values define how we operate, employing over 650 people directly and providing employment for many others in wide range of activities including transport & distribution.

Opportunity

This is an exciting opportunity to join Aurivo's IT team as a Business Applications Support Analyst. This is a diverse role supporting various functions across the Aurivo Group and has excellent career growth potential.

Key Responsibilities

- Provide first and second level support to the business users in our various business units for specific business applications including CORE point-of-sale and milling systems, eCommerce, Microsoft NAV ERP, ONM Agent handhelds, Microsoft D365 ERP and the TMS HR application
- Reproducing, documenting, and resolving identified support issues
- Working with other IT team members in issue escalation and resolution
- Working with the IT Team and our system partners to implement permanent fixes to recurring issues and to implement systems changes
- Undertake formal systems testing of software upgrades, updates, fixes, and modifications
- Work with users and other IT members to document and specify new functional requirements and oversee the implementation of changes
- Play an active role in project implementations ranging from team lead to team member
- Provide support to Microsoft Office users
- Manage call logging on the Aurivo IT Helpdesk including logging, categorising, and closing of support issues

The ideal candidate will have

- Third level education in an IT related discipline or have demonstrated professional experience
- Five or more years' experience in first and second level applications software support
- A proven track record of supporting users, reproducing, resolving, and closing issues
- Experience in supporting business applications such as point-of-sale and ERP systems
- Proven problem-solving abilities
- Strong technical knowledge of Microsoft operating systems including Microsoft SQL
- Strong technical knowledge of Microsoft Office family of products - experience of Microsoft Power platform, PowerBI, PowerApps and PowerAutomate would be an advantage
- Experience of Microsoft Navision or Microsoft Dynamics 365 would be an advantage
- Excellent communications skills with a proven ability to work within a team or as an individual
- Experience in process mapping is desirable
- Formal systems testing skills
- Design and development specification creation for systems implementations and changes
- Some experience of MS SQL and T-SQL would be an advantage
- The ability to learn fast

Application Process

The company reserves the right to select a shortlist from the applications received. Please forward updated CV to careers@aurivo.ie