



<b>Job Title:</b>	ERP Implementation, Support and Data Coordinator
<b>Location:</b>	SOL CARIBBEAN LTD
<b>Reports to:</b>	Group ERP Manager
<b>Purpose:</b>	To provide software support and implementation services to clients, assisting with data, analytics, reporting quality testing, and writing user documentation for our financial and Microsoft Dynamics Great Plains (GP)
<b>Subordinates:</b>	None
<b>Job Description:</b>	<p>Implementation/Customer Support</p> <ul style="list-style-type: none"> <li>• Roll out Microsoft Dynamics GP and other Business Applications to new acquisitions</li> <li>• Implement and upgrade Microsoft Dynamics GP modules and other Business Applications</li> <li>• Train end users to effectively use all modules being implemented (may be done remotely via Web meetings as well as on-site)</li> <li>• Monitor and respond to software support requests regarding Microsoft Dynamics GP and other Business Applications via helpdesk, email and telephone</li> <li>• Research problems using internal issues tracking system, internal training material and Microsoft websites</li> </ul> <p>Administration</p> <ul style="list-style-type: none"> <li>• Technical Administer Databases and Servers supporting Dynamics GP and other Business Applications including application of hotfixes, service packs, and version upgrades</li> <li>• Correcting failed automated processes</li> </ul> <p>Data, Data Management and Report Development</p> <ul style="list-style-type: none"> <li>• Document the data flows and data interaction</li> <li>• Gather required information and work with multi-disciplined team to build required data and information insights to meet requirements</li> <li>• Develop and maintain the reports and information solutions</li> <li>• Make recommendation of technology requirements to meet the requirements</li> <li>• Proven track record of building information and insights into that information</li> <li>• Ability to use statistical tools to identify, analyze, and interpret patterns and trends in complex data sets that could be helpful for the diagnosis and prediction</li> </ul> <p>Documentation</p> <ul style="list-style-type: none"> <li>• Document system processes</li> <li>• Gather all information necessary and update existing software documentation such as User's manuals, installation guides and online help files</li> <li>• Assist in developing training materials</li> </ul> <p>Quality Assurance</p> <ul style="list-style-type: none"> <li>• Write test cases for new features, update existing test cases for enhancements</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist with testing of all new releases of Microsoft Dynamics GP and other Business Applications</li> <li>• Communicate problem reports to programming as needed</li> </ul>
<b>Qualification Requirements:</b>	<ul style="list-style-type: none"> <li>• Certification or Degree in IT/MIS emphasizing Data Sciences exhibiting a strong technical background in developing a data and information strategy with good knowledge of finance and accounting.</li> <li>• Five (5) or more years of application support experience in Dynamics GP, ERP, with proven track record in providing data analytics solutions</li> <li>• Strong technical background in administering SQL Database with good knowledge on windows server.</li> <li>• Thorough understanding of how transactions flow through each of these processes/cycles <u>is preferred</u> <ul style="list-style-type: none"> <li>○ General Ledger</li> <li>○ Order to Cash</li> <li>○ Procure to Pay</li> <li>○ Inventory (INV)</li> </ul> </li> <li>• A software certification in Data Analytics <u>is preferred</u></li> <li>• Knowledge of Python, R, Tableau or Power BI <u>is preferred</u></li> </ul>
<b>Competency Requirements/Other:</b>	<ul style="list-style-type: none"> <li>• Proven ability to triage problems, determine "root-cause", and apply permanent fixes</li> <li>• Superior customer service attitude</li> <li>• Excellent English communication skills – written and verbal</li> <li>• Ability to write and process technical information</li> <li>• Ability to exercise independent judgment required in setting priorities of tasks among multiple assigned projects</li> <li>• Strong mathematical skills to help collect, measure, organize and analyze data</li> <li>• Knowledge of programming languages like SQL, Oracle, R, and/or Python</li> <li>• Knowledge of data visualization software like Tableau, Qlik, Power BI</li> </ul>
<b>Other Information:</b>	<p>The position will be based in Barbados, Dominican Republic, Jamaica, or Puerto Rico. In addition to basic salary the successful applicant shall receive job grade specified allowances and be eligible to participate in the Group Pension Scheme and its Group Health and Life Insurance Scheme. Significant regional travel will be required of the position.</p>
<b>Application Procedures:</b>	<p>Applications are to be submitted by completing the Sol Job Application Form available on the Sol website at solpetroleum.com and submitted via e-mail to careers@solpetroleum.com on or before <b>20 February 2022. Subject line: ERP Implementation, Support and Data Coordinator.</b> Applicants must complete all the requested information to be considered. Certified copies of relevant certificates will be requested for those applications under consideration. Only suitable applications will be acknowledged.</p>