



## **JOB DESCRIPTION**

**Job Title:** Microsoft Dynamics GP Support Consultant

**Reporting to:** Dynamics Services Director

### **Microsoft Dynamics GP at Advantage**

Advantage are a Microsoft Gold ERP Partner and Microsoft Small Business Specialist providing small-medium sized businesses with Microsoft Dynamics solutions and IT Support and Managed Services. Additionally, with a great current GP Customer Base, we are well placed to deliver the new Dynamics 365 for Financials and Operations, Business Edition solution from Microsoft.

Microsoft Dynamics GP is a major component of our company, and we are expanding our team to include some of the most talented consultants in the industry. We are looking for a highly effective Dynamics GP Support Consultant to join our team full-time.

### **Job Description Statement**

This person will respond to and resolve support requests from customers, perform contracted maintenance and system management tasks, and identify and route consulting and development requests to the appropriate departments. This consultant must have very strong written and oral communication skills, be highly organized, and capable of multitasking.

You must have a good knowledge of the GP series and able to work from our office in London.

Some of the industries of focus for our Dynamics GP practice include but are not limited to Financial Services, Life Sciences, Media and Entertainment, Not for Profit and the Public Sector.

### **Duties and Responsibilities**

- Dispatch and respond to support requests within the contracted response time.
- Track and manage open cases to resolution.
- Install and configure GP and related products for end users.
- Troubleshoot issues in GP, and ISV products.
- Perform system testing and some end user client training
- Provide client status updates to project manager and clients on a regular basis
- Receptive to mentoring

### **Educational Background and Experience**

- 3+ years of experience as Microsoft Dynamics GP Functional Consultant
- Should have participated in all stages of lifecycle in multiple GP implementation projects
- Strong in writing Functional specification, Gap document and training material
- Strong Functional, Analytical, Presentation, Documentation, Training and Inter-personal skills
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### **Required Skills**

- 2 + years working with Microsoft Dynamics GP in an end user or partner support capacity, with at least 1 year experience with GP 2015
- Demonstrated understanding of core financials, project accounting, POP, SOP, HR/Payroll and Manufacturing
- Demonstrated understanding of common GP ISVs.
- Ability to independently manage individual time and tasks
- Ability to quickly adapt to new requirements and changing situations
- Ability to deliver web-based & in-person training and support to any size group
- Exhibits professionalism at all times
- Excellent written and verbal communication.

### **Performance Skills**

- Exudes confidence
- Possesses effective communication skills
- Ability to learn quickly
- Thinks clearly and calmly under pressure



- Investigates problems to establish real or hidden causes
- Solves complex problems with creative solutions
- Places emphasis on client satisfaction
- Learns new concepts quickly and thoroughly

**The Perks**

The position offers a competitive salary and benefits plan, including 3% pension, health care, death in service cover, eye care and 1 professional subscription.

Advantage is an Equal Opportunity Employer.