

Pegasus Opera 3 Support Consultant

About Minster

Established in 1979, Minster Micro Computers Ltd has been providing total IT solutions to the business community for over forty years. Customers range from small companies to corporate bodies with large multi-user networks and offices from London to Dublin. Many of our customers have been with us for over twenty years, and similarly we have staff who have been with us as long. We are proud that our service and product portfolio is both reliable and best of breed, as we only deal with leading IT providers such as Microsoft, HP, Watchguard, Datto and ConnectWise along with Pegasus, Infor and Microsoft for our ERP offering. We have strong long-term relationships with our customers which helps us understand their business fully, and this ensures we can help them with their future growth plans by being flexible and innovative.

Overview:

We are looking to recruit an experienced Pegasus Opera 3 Support Consultant. This role could be fully remote, or part/fully office-based depending on your location.

This is your opportunity to join an established and well-respected IT business in Kidderminster, in the heart of Worcestershire and the Midlands. Here at Minster, we are passionate about our business and want like-minded people to join us as we continue to grow.

Reporting to the Applications Team Leader enclosed is an outline of role responsibilities, required skillset and experience, and our package.

Responsibilities:

- Ensuring the company provides proactive support, ensuring our SLA's (service level agreements) are met at all time using our ConnectWise ticketing system, to ensure client expectations are met and wherever possible exceeded.
- Providing technical and operational guidance and knowledge transfer to other consultants within the team, acting as a mentor whenever possible.
- Dealing with all levels of support from 1st line through to 3rd line/escalated issues from client's and the Applications team when needed.
- Delivery of mini-Projects (with the opportunity to progress onto the Project Delivery team through development and shadowing of other Project Consultants).
- Creation of project and training documentation to a high standard.

We are keen to speak with people who have the following skills and experience:

- Minimum 3 years' experience of ERP helpdesk support.
- Organised and self-motivated, and able to work well in a busy team environment.
- Good understanding of core finance, supply chain, CRM and payroll solutions*
- A natural communicator who is able to listen, interpret and deliver support solutions in a clear and empathetic manner.
- Ability to build rapport and confidence with client's, ensuring their relationship with the company continues to be a positive and productive experience.



Other Desirable Experience and Skills:

- Fully/part-qualified AAT, ACCA or CIMA.
- Good working knowledge/understanding of servers and infrastructure.
- Experience of report writing and dashboard creation using Power BI, Crystal or similar.
- Previous experience of supporting proprietary mid-range ERP software solutions such as Pegasus, Sage, Microsoft, Greentree, Epicor, Exchequer etc.
- It would be advantageous to have a good working knowledge in C#, .NET, SQL, Power Apps and/or VFP.
- Knowledge and interest in the latest ERP solutions.
- *Payroll and HR software operation, along with understanding of associated processes and legislation would be advantageous.

Package:

- Working in a successful family-run business built on our values;
- **Respect, Integrity and Trust, Commitment, Working Together and Verve.**
- Being part of a growing and vibrant, fast-paced team of like-minded people who want to deliver the best possible customer experience and service.
- Great opportunities for the personal development of your soft-skills as well as attending vendor-supplied and employer provided training and qualifications.
- 37½ hours per week (see below)**
- 22 days holiday, plus bank/public holidays (and 3 accrued Service Days).
- Private Healthcare Scheme
- Pension

Working Hours:

Monday: 9:00am – 5.30pm
Tuesday: 9:00am – 5.30pm
Wednesday: 8.30am – 5.30pm
Thursday: 9:00am – 5.30pm
Friday: 9:00am – 5:00pm

Please note from time-to-time, you will need to be flexible for Customer meetings.

***We would be interested to speak with Pegasus accredited candidates who are looking for part-time hours*

Please register your interest by emailing your CV to our HR team hr@minstermicro.co.uk who will contact you with the full details of this role including the Package and Salary bandwidths.

