

Aspire Job Description

File Ref:

Job Title: Senior IFS Support Specialist

Entity: ASPIRE DEFENCE SERVICES LIMITED

Location: Aspire Business Centre (Tidworth)

Reports to: IT/IS Manager

Key Purpose of the Role:

- Provide technical support and development services for IFS
- Support the IFS functional teams in the support and development of the ADSL IFS system
- Develop and maintain technical documentation relating to the systems used within ADSL
- Design and develop IFS system enhancements and customisations as required by the business.
- Provide 2nd line support in the resolution of system issues, liaising with third party 3rd line support service providers as required.
- configure “reports” ensuring that all-necessary data is displayed.
- Monitor IS team tasking level against ADSL IS Service Level Agreement
- Development of database views, , quick reports and business analytics reports
- Deploy releases / upgrades to the IFS platform
- Carry out system testing and debugging
- Carry out routine maintenance tasks required for IFS
- Support the IT/IS Manager in the review of proposed IFS system changes as part of the change review board.

Qualifications:

Minimum Qualifications

Good A level education (or equivalent)

Preferred Qualifications

Degree (or equivalent) in Computing, Engineering, Mathematics or Business related subject

Skills / Experience:

Essential –

- Good experience in IFS Apps 8 SP1
- Excellent customer service skills
- Strong knowledge of IFS Modules and Admin / Solution Manager tools

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- Strong knowledge of IFS package and management, developer and data migration tools
- Knowledge of Qlikview
- Strong PL SQL skills
- Strong knowledge of custom event and IAL development
- Experience of oracle database administration
- Good written and verbal communication skills
- Ability to analyse and resolve problems
- Implementation of systems

Desirable –

- Hard FM Industry experience
- Experience of implementation and support of small-med ERP systems.
- Knowledge of Extended Server, Oracle Custom Events and API's would be advantageous.
- Training users and organising training

Addition: This role will be based at The Aspire Business Centre at Tidworth and will involve travel between Garrison locations based at Aldershot and the Salisbury Plain area. In addition, this is a support service role and may require occasional working outside of normal office hours.

New to role - IS SLA Task monitoring