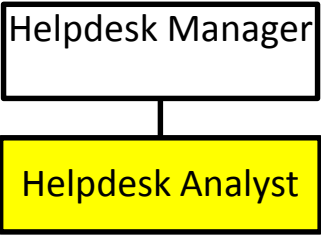


|  |                  |                |                                       |
|--|------------------|----------------|---------------------------------------|
| Job Title:   | Helpdesk Analyst | Salary range:  | TBD                                   |
| Reports to:  | Helpdesk Manager | Working Hours: | 37.5 Hours per week + On Call Support |
| <b>About Cooper Software:</b>  |                  |                |                                       |
| <p>Cooper Software are a leading mid-market technology consultancy delivering successful business change programmes to our clients. Since being founded in 2005, we have grown to become Europe's largest independent provider of products, consulting services and support for IFS Applications™ and a one-stop-shop for Business Discovery needs. We are an IFS Business Partner and Qlik Solution Partner. Cooper Software are actively working with over 50% of the IFS UK user base and have provided over 250+ solutions for clients all over the world.</p> |                  |                |                                       |
| <b>Overall Purpose:</b>  |                  |                |                                       |
| <p>The post holder will be responsible for the co-ordination of all ERP and Product support tickets, ensuring items are addressed within the contacted Service Level Agreements.</p> <p>The post holder will also be responsible for communicating with clients and internal management on a weekly, monthly and quarterly on Service Level performance</p>  |                  |                |                                       |
| <b>Organisational Position:</b>  |                  |                |                                       |
|  <pre> graph TD     A[Helpdesk Manager] --- B[Helpdesk Analyst]           </pre>  |                  |                |                                       |
| <b>Working Relationships:</b>  |                  |                |                                       |
| <p>Helpdesk Analyst – Responsible to the Helpdesk Manager for the performance of all duties.</p> <p>All Support Staff – Responsible for the daily supervision and scheduling of workloads</p>  |                  |                |                                       |
| <b>Responsibilities:</b>   |                  |                |                                       |
| <ul style="list-style-type: none"> <li>• Provide 1st and 2nd line support to IFS Users within the agreed SLAs.</li> <li>• Monitor and respond to incoming issues and communications on the Helpdesk</li> <li>• Manage and take ownership of faults logged through to a successful and acceptable solution.</li> </ul>  |                  |                |                                       |

- Manage lifecycle of incidents from initial fault-logging, root cause analysis, and resolution/fix and successful testing, through to promotion into Production
- Liaise with Cooper Software Consultants, IFS and 3rd party partners on 3rd line issues
- Create and maintain IFS User Accounts, reset / unlock passwords.
- Create/Amend roles, permission sets, and user set-up,
- Various low-mid level, high volume, end-user support including but not limited to Purchasing, Finance, Inventory, Supply Chain and Project based business process activities.
- Create and maintain Helpdesk Knowledgebase articles for the IFS applications, e.g. Common Problems/Resolutions, User Guidance Documentation, etc.
- On call rota for critical issues for 24x7 support customers

**Employment Checks:**

**Please note that final appointment will be subject to pre-employment screening.**

**Skills/Experience Required :**

The post holder should possess the following

- 2+ Years Support experience, ideally in a multi-customer support environment
- IFS experience preferred, other ERP experience may be transferrable
- Technical Background preferred, Functional exposure a bonus
- Knowledge of general business processes an advantage.
- Oracle PLSQL, SQL
- Crystal Reports
- Extended Server
- Excellent written and verbal communication skills – customer facing role

**Equality & Diversity:**

Cooper software values the diverse skills and experience of its employees and is committed to achieving equality of treatment for all. Its objective is that all individuals shall have equal opportunities for employment and advancement on the basis of their skills, aptitudes and abilities. The Company is committed to the engagement and retention of the best possible talent and to creating an environment that encourages excellence through good equalities and diversity leadership and management.