



## ERP Support Manager

**Bristol, England, United Kingdom \* Full time**

### **ERP Support Manager Based in Pill, Bristol**

We are looking for an ERP Support Manager to *manage and be an active member of the Complete I.T. ERP helpdesk support service.*

You will be responsible for ensuring the CIT phone answering policy is adhered to and will act as part of the ERP Helpdesk team as required providing technical guidance to the team and answering the phone when the team are all on the phone. You will have a detailed understanding of ERP Software, Sales and how to effectively support it.

Management of the team is a core element of this role, which will include

- Team scheduling to ensure ERP Helpdesk coverage during normal business hours and on-call support as required.
- Approving all holiday requests for the team ensuring the helpdesk is always suitably manned
- Ensure that Personal Development Reviews, 1 to 1 meetings, and performance evaluations are completed for the team.
- Actively provide feedback to each team member, and ask for team member feedback
- Manage the call stack effectively, for both the team and the team members
- Ensure client call backs and courtesy calls are made to the agreed standard
- Drives first time fix culture within the team
- Provides the team with technical support and escalates issues where appropriate.
- Work closely with the ERP Consultants, Client Services Manager and ERP Administrator to plan, manage, resolve and co-ordinate activity.
- Monitor problem and change tickets and follows up with the team to ensure timely resolution of the tickets.
- Maintain the documentation of information enabling the ERP Helpdesk team to provide support and recover from outages with minimal disruption.
- Ensure that daily, weekly, and monthly statistics, are completed and continually modified to deliver the highest levels of support
- Ensure that deep and strong relationships are built with clients by visiting them, calling them for feedback and getting ERP helpdesk team members out to site
- Ensure that decisions made to improve the overall client experience of the ERP Helpdesk are continually carried through
- Actively seek feedback from team and clients on the ERP helpdesk and the ERP helpdesk team
- Provide leadership by projecting a positive attitude, being part of the team and leading by example
- Attend the monthly helpdesk managers meeting

We are looking for someone who has knowledge and experience in the following technologies:

- Pegasus Opera 2/3/SE
- Greentree ERP
- KCPOS
- Bespoke Development
- MJM Bridge

## **Benefits**

*We offer private healthcare schemes, an employee assistance programme, access to an exclusive discount website, eyecare vouchers, childcare vouchers, a cycle to work scheme, long service awards, and quarterly team nights out. We also carry out bi-annual development reviews for all of our team members, giving them the opportunity to discuss their career and their training and development. Our team are the best in the business, so training is very important to us – we provide internal and external technical and soft skills training, and support our team by paying for them to take the exams that they need to gain valuable, industry recognised qualifications to develop their knowledge and expertise.*

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**<https://www.complete-it.co.uk/privacy-notice/>**