

D365 Support Analyst

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Company: Catch Resource Management

Location: London Area

Category: other-general

D365 Support Analyst – Dynamics 365 F&O, D365 F&O, D365 Finance, D365 Financials, D365 HR, D365 Talent, Systems Manager, System Management, Product Owner, SME, Systems Administration, Dynamics AX2012, D365FO Support, D365 FO Support, Dynamics AX Support Analyst, D365 Support, AX Support, AX Support Analyst, Finance, AX2009, AX2012, Azure DevOps, SQL, D365 Analyst, Support Analyst, AX 2009, AX2012 – Permanent - £55-65k plus package – London Our leading global end user client are actively looking to hire a D365 F&O Support Analyst as a new addition to their existing internal ERP team. This is a great opportunity to work for a fast-paced and exciting organisation with fantastic opportunities to grow and develop your career within D365. You will be the SME for D365 within the organisation. You will assist in supporting and managing the existing D365 F&O system whilst playing a vital role in implementing additional functionality moving forward. The client is based in London and is currently operating a hybrid approach to working with a rough 50/50 split in office/home working. Key Skills & Experience: Experience working with Dynamics AX 2009 / 2012 or Microsoft Dynamics 365 for Finance and Operations Experience with Financial modules of D365/Dynamics AX. Experience with the full development lifecycle, including requirements capture, analysis, design, test, documentation, maintenance, and configuration management. Desirable experience of working in a supply-chain or distribution related industry. Excellent team player and communicator, with ability to create collaborative relationships with business stakeholders at all levels. Any previous experience in an accountancy position would be beneficial Main Responsibilities: Provide end user support for

ERP related support tickets and triage cases for escalation to 3rd party service provider. Liaise with business key users to support system configuration, data setup and maintenance activities. Capture requests for changes and enhancements and document business requirement. Provide guidance and training to end users as required. Assist in the preparation of user guides to assist training and issue resolution. Support delivery activities by creating necessary change control documents and testing changes prior to deployment. Assist technical teams in D365 system analysis, trouble shooting and configuration. Participate in data management activities with relevant data owners and stakeholders. Ensure ongoing compliance with system validation guidelines. Location: London Candidates must be eligible to work in this country. Catch Resource Management is a leading provider of Dynamics 365, JD Edwards, NetSuite and other ERP resources to both end users and to product suppliers/authors. Our consultants deliver a completely professional resourcing service, always backed up by our team of ERP specialists who are all experienced in full project life cycle implementation and support, thus ensuring that we fully understand our clients' requirements and our candidates' skills. If you have the relevant skills and experience for this position, we would welcome your application, however please note that we receive high levels of responses to our advertisements so can only immediately respond to those that are a close match. However, if you are interested in hearing about similar positions then please register on our website: www.catchgroup.com.

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