

**Remote - Up to £55,000 - F&O Support Analyst - Migration Project - End User**

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**Remote - Up to £55,000 - F&O Support Analyst - Migration Project - End User**

North West England, United Kingdom

Permanent

Competitive

**F&O Support Analyst - Migration Project**

**Remote position**

**Food Manufacturer**

**End User**

**£45,000 - £55,000 per annum**

My exclusive client, a global lead in the food industry is at the forefront of ERP transformation. They are embarking on a significant project to migrate their systems to Dynamics 365 F&O, ensuring seamless operations and heightened efficiency across all business units.

As a Support Analyst you will play a pivotal role in the migration to Dynamics 365 F&O, with a primary focus on the Manufacturing (MFG) module. Reporting directly to the Line Manager, you will collaborate with a team of 14 professionals, including ERP support experts and operational services personnel, to facilitate a smooth transition while maintaining ongoing support for critical business operations.

**Key Responsibilities:**

Provide technical support and assistance to end-users of Dynamics 365 F&O.

Troubleshoot issues reported by users and resolve them in a timely manner.

Collaborate with stakeholders to understand business requirements and translate them into technical solutions.

Assist in the planning and execution of the migration to the new Dynamics system.

Participate in data migration activities, including data mapping, cleansing, and validation.

Work closely with the project team to ensure successful migration and minimize disruption to business operations.

Conduct training sessions for end-users on the new Dynamics system.

Document support processes, procedures, and system configurations.

Provide ongoing support and maintenance for the new Dynamics system post-migration.

Stay updated on the latest developments and best practices in Dynamics 365 F&O and related technologies.

**Requirements:**

3+ years' experience of managing system/software environments.

Experience implementing/configuring/updating software/system environments.

Proven ability to create innovative solutions to solve complex business requirements, and streamline/automate business processes.

Demonstrated analytical, problem-solving, organizational, interpersonal, communication skills.

Creation of Functional and Technical Specifications documentation for improvement projects including specifications for configuration changes, data migration, and system integrations.

Building and configuring of business workflows.

Schedules work to be done and follows up to ensure completion within deadlines.

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