Name: Job Description: Epicor Systems Support Specialist **Revision:** 1 **Date:** 10/18/2018	**Document Description:** Job Description for: Epicor Systems Support Specialist

Position: Epicor Systems Support Specialist.
Information Technology

Department:

Job Objectives:

- Under direction of ERP Resource Manager, complete various projects to support migration to Epicor 10, assist with training, customizations and process changes, in a support capacity.
- Following Epicor Migration Process Documentation, complete projects as required.
- Programming customizations, business process methods, add-ons, business activity queries, and dashboards.
- Creating Graphical User Interfaces for customizations.
- Customization/Query debug and problem solving.
- Report programming and development using Epicor's SSRS interface with MS SQL Server 2012.
- Field support, help ticket system through Zendesk for Epicor system-related system.
- Communicate with users on project status, updates and process feedback.

Requirements:

Minimum degree: Bachelor or 5 Years of experience in a manufacturing environment using Epicor or large platform such as SAP or Oracle
Specialization: Manufacturing experience with an ERP System, Epicor preferred.
Years of experience: 5+ years of relevant experience with Epicor 9 & 10.
Language: English, Spanish very helpful.
Programming level: Experience with Epicor ERP software and programming tools within the application. MS SQL server, Crystal reports.
Travel: Must be able to travel to our plant in Ensenada on a regular basis

Skills required:

- Understand, contribute to and implement software development best practices.
- Understand business requirements and how they translate in application features.
- Motivated with strong problem solving, communication and organizational skills.
- Strategic planner with sound technical skills, analytical ability, good judgment and strong operational focus.

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Basic attitudes, principles and values for the position:

- Proactive, methodical, orderly.
- Personal learning ability.
- Innovative thinking.
- Ability to work with teams and conduct meetings and training sessions as required.
- Ability to coordinate with different departments.
- Ability to establish appropriate interpersonal relationships.