



## TECHNICAL CONSULTANT

AIT Business Services is searching for an experienced Technical Consultant to support new Infor SyteLine/CloudSuite customer engagements as well as existing upgrade and special projects. The Technical Consultant role will be responsible for providing development and technical support services, responding to customer issues, and requests, and supporting the application consultants during customer engagements.

We are seeking a Technical Consultant professional with progressive experience in manufacturing and a solid background working with ERP software. The successful candidate must be highly organized and detail oriented; a take charge team player personality who is consistent in tracking and reporting on the status of project deliverables while not afraid to proactively communicate “bad news” when required.

The right team member must be able to think about the project plan from the end user execution level yet communicate at an executive viewpoint. Multi-tasking and the ability to work with clients and team members is critical to the success of this role.

### **To the qualified candidates we offer:**

- Generous compensation based on proven and verifiable professional experience
- Incentive and bonus structure
- Health, Dental and Vision insurance
- Generous and flexible vacation policy
- 401(k) with employer match

### **Primary Responsibilities**

- Review fit/gap definition documentation and requirements, evaluate system function feasibility, contribute recommendations for solutions, provide development time estimates and develop agreed upon system solutions.
- Provide supporting documentation and demonstrate customer personalization solutions including specs, flowcharts, layouts, diagrams, charts, how-to instructions while consistently following AIT coding standards.
- Review Infor KB documents, analyze impacts, prepare, and install solution based on applicable customer needs.
- Analyze and troubleshoot various customer request/issues relative to Infor ERP performance and business needs conferring with users; study systems flow, data usage, and work processes; investigate problem areas, while following the software development lifecycle.
- Willingness to continually expand technical skills by researching state-of-the-art development tools, programming techniques, and computing equipment; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Support customers by actively participating in live collaboration sessions to understand issues, research and troubleshoot to identify root causes and find resolutions relative to Infor, AIT and third-party integrated products.

- Contribute to the design and development of AIT products offerings.
- Work directly with customers to spec, design, test, and implement system personalizations.
- Installation and configuration of servers (SQL, Utility, DB) hosting Infor and AIT products.
- Database configuration/setup, data loading and legacy data migration for new and existing customer engagements.

### **Required Knowledge, Skills, and Abilities**

In addition to the following skills, the Technical Consultant position is expected to be a key contributor in the continuous improvement of AIT's internal business processes and standard practices.

- Experience working within Infor SyteLine/CloudSuite Industrial and Mongoose
- Seasoned in VB.NET, Transact-SQL (T-SQL) programming extensions and C Sharp (C#)
- Web Development ASP.NET/MVC, consuming and developing Web Services/Web APIs, HTML, JavaScript, and JQuery
- SQL Server administration
- SSRS report development
- ERP software implementation and/or support experience
- Experience in manufacturing and/or distribution industries with Lean methodologies
- Proficient in MS Office (Word, Excel, PowerPoint) plus Microsoft Visio.
- Demonstration of concise, well-organized, and personable communications.
- Educational B.S. in related field

### **Physical Demands**

- Possible travel (up to 10%) to domestic locations with potential for international, as necessary.
- Commitment to work within and outside normal working hours to meet customer expectations.

### **Work Environment**

- Must be self-motivated, comfortable working alone with minimal supervision and maintain a great customer service attitude.
- Home Office environment is the responsibility of the individual with an established internet connection, cell phone service and an environment where the employee can demonstrate professional multi-media communications with customers.

### **Company Overview**

AIT Business Services, located in North America and founded in 1993, is an accredited Infor Gold Channel Partner with hundreds of successful Infor SyteLine ERP application implementations. The AIT Business Services team has been providing strategic high value consulting services to clients in the mid-market manufacturing, and distribution industries: SyteLine Training, Business Process Improvement Guidance, ERP and Supporting Technology Selection Guidance, Implementation Oversight & Governance, Project Management, and Organizational Change Management.

With several hundred successful client engagements, one of AIT's core beliefs is in partnering with and serving as a "trusted advisor" to clients. AIT's staff of skilled consultants is seasoned in guiding businesses through a transformation of legacy information systems and business processes to modern enterprise information systems incorporating better practice business processes. Ultimately, the end game is always partnering with customers to help improve their overall business.

**All job candidates must be eligible to work in the United States. AIT Business Services does not sponsor individual Work Visas.**