Reports To: Enterprise Solutions Architect Department: IT/PMO

Classification: Exempt Last Updated: September 18, 2023

**Job Summary:**

The primary responsibilities of this role include support, maintenance, and enhancement of our business system applications and supporting technologies. This role will design, develop, test, and implement UI/UX, backend and functionality enhancements to support all aspects of the business. They will work closely with our business analysts, product owner, and end users to assess business needs, make recommendations, and define solutions to be deployed using an Agile software development approach.

**Essential Functions:**

* Design, develop, test, and maintain enhancements to Business Systems (Infor Syteline, Infor CRM, Marketing Automation, Solidworks PDM, etc.).
	+ Form design and controls, data views, and other various customizations
	+ EDI, Workflow / Business Process Automation and accompanying documentation
	+ IDO development and modifications which may include manipulation of VB or Stored Procedures
	+ Other custom solutions as needed
* Responsible for assessing business requirements to determine if the business need can be supported within the application configuration or development is needed.
* Work with the product owner, business analysts, and end users to fully understand the requirements.
* Work collaboratively with team members in an Agile/Scrum environment to define and implement solutions.
* Define technical requirements and effort estimates based on business requirements.
* Develop solutions to include but not limited to automate data gathering, ETL, integration, processing, reporting, and analysis.
* Lead technical role working with Infor and other 3rd party vendors and providers.
* Administration and maintenance of Business Systems.
	+ Validate, test, and synchronization for upgrades and releases
* End user support and training for corporate business systems and IT desktop support.
* Create and maintain technical documentation relating to ~~personalization or custom~~ development.
* Other duties as assigned.

**Job Qualifications:**

* Bachelor’s Degree in Computer Science or related field is required (or 7+ years combination of education and experience).
* Advanced skills in object-oriented software design and development using Agile/SCRUM methodology
* Experience developing, testing, and deploying solutions in an ERP type application (Infor Syteline or Infor CRM platforms strongly desired)
* Experience developing Workflow and Business Process Automation solutions.
* Knowledge of SQL queries, stored procedures, SSIS, and API’s.
* Knowledge of BI technologies (Microsoft Power BI, Tableau, etc.) and data modeling.
* Proven ability to troubleshoot issues to find the root cause and determine if the issue is process, data, system, or code related and define the appropriate course of action or code fix to resolve and prevent future issues.
* Understanding of cross functional business processes and integrated business systems.
* Understanding of manufacturing and accounting principles are a plus.
* Ability to write clear and detailed technical requirements and documentation.
* Strong oral and written communication skills with the ability to effectively communicate technical ideas and concepts to technical and non-technical internal staff.
* Proven abilities to take initiative, take ownership of issues, and have a positive attitude about taking on tasks related to new or unfamiliar processes or technologies.
* Must be innovative and provide solutions that address business needs in conjunction with considering efficiency and user experience.
* Must be deadline and detail-oriented with strong analytical and critical thinking skills.
* Embrace and foster company values of Integrity, Excellence, People Chemistry, Golden Rule, Courage and Servant-Leadership.