



Job Role: Trainee Application Support Analyst

Reporting To: I.T. Manager, The Parkside Group Limited

Role Description:

- To learn our ERP system, Sage Enterprise (formerly Sage X3) from the ground up via on the job training. This will consist of spending time within the relevant departments, seeing how they use the applications functions and learning from the Senior Engineer within the IT Department.
- Provide technical support and manage general support calls to all departments (training will be provided in the areas required). Ad-hoc duties such as (not limited to) procurement, stock management, liaising with support companies and project work as required in support of the I.T. Department objectives with a “can do” attitude.

Person Description:

- Excellent communicator, both written and verbal
- Highly organised with the ability to prioritise workloads
- Be service orientated to assist users and keep them informed/updated
- Have an aptitude to learn new systems with attention to detail

Knowledge Required:

- Microsoft Windows 10 and Microsoft Office applications i.e. Excel, Outlook
- Basic knowledge of desktop, laptop and printer hardware

Knowledge of the following would be an advantage but not essential:

- Microsoft Server 2003, 2012
- Active Directory, Office 365, file/folder permissions, networking, VMWare
- Microsoft SQL, Crystal Reports, Sage Enterprise/X3

Scope:

- General support of The Parkside Group user-base
- Assisting with the day-to-day running of the I.T. Department and I.T. related systems
- Ensure all the responsibilities are met within the Job Specification
- Provide support and assistance to the IT Team, reporting to the IT Manager

Key Performance Indicators:

- To achieve excellent levels of service to all users and all support calls resolved quickly and efficiently.
- Optimum performance of I.T. systems including maximum service up-time possible on all systems.
- To ensure compliance of Parkside Group I.T. and business systems to legal, fiscal, employment and environmental obligations.