

Redfaire is recruiting an Oracle JD Edwards Distribution & Manufacturing Support Consultant

Redfaire is a fast-growing, international technology company headquartered in Limerick City. Redfaire implements and optimises Oracle ERP. We provide consulting services and have developed our own software products such as an ERP data management tool and an AP Automation tool. Our goal is to transform the way our clients do business by developing and implementing IT solutions that create value, drive innovation, and reduce overall costs.

We are problem solvers and trusted advisors and are committed to developing long-term, mutually beneficial partnerships with our clients. Our clients work in many industries and range from, large-scale multinationals to ambitious SMBs. What our clients have in common is the strategic use of technology to build a sustainable competitive advantage.

Description:

The Oracle JD Edwards Distribution & Manufacturing Support Consultant will be responsible for supporting and maintaining JD Edwards EnterpriseOne systems for our global customer base, liaising with third party as well as internal resources to ensure optimum application performance is achieved & proposing added-value solutions.

The candidate should have excellent verbal & written communication skills in English & proven analytical and problem-solving skills. The candidate will also need the ability to work in a remote team environment.

Due to the requirement to support our clients in specific time zones, we are seeking appointment of resources within the LatAm Region.

Responsibilities of this role include:

- Provide first and second line support for our customers and ensure service level agreements with customers are met.
- Create functional solutions based on defined business requirements.
- Report software bugs to 3rd party software provider on behalf of the customer.
- Liaise with internal applications team/external suppliers to ensure application fixes and changes meet the business requirements and are delivered on time.
- Provide problem management to proactively reduce the frequency or impact of incidents on the customers' business.
- Support junior consultants with functional questions and issues and lead projects/on-boarding activities for defined activities/customers.
- Initiate and manage effective relationships between Global Support teams and with the Redfaire group.
- Ensure that application issues reported are being dealt with in a timely manner according to prioritisation and communicate effectively on the status of issues being dealt with.
- Provide an account manager role to our customers and attend service review meetings as and when required.

Qualifications & Previous Experience:

- Minimum 3 years Oracle JD Edwards expertise in implementation or support of core JD Edwards Distribution modules: Inventory, Sales, Pricing, Procurement. Experience in Transportation and Advanced Warehousing is also desirable.
- Knowledge of other areas such as Finance, Manufacturing, Service Management, Project Management, is advantageous.
- Experience of all JD Edwards versions up to and including EnterpriseOne 9.2.
- Highly driven and self-motivated to work as required, with a hands-on approach to ensure the deliverables are produced on time with high quality.
- Ability to work on multiple tasks simultaneously.
- Knowledge of IT Service Management and ITIL desirable but not essential.

To apply:

Please send your CV to careers@redfaire.com with your name and 'JDE Distribution & Manufacturing Consultant' as the subject.