

JDE Finance Support Consultant

Global Support

About Us:

Redfaire is a growing, international technology company headquartered in Limerick, Ireland. Redfaire helps global organisations modernise their JD Edwards environments, migrate to Oracle Cloud Infrastructure (OCI), and unlock value through automation, analytics, and innovation.

Innovation is at the heart of everything at Redfaire, we provide guidance and expertise to our customers in Oracle Cloud, Integrations, AI and Machine Learning.

Headquartered in Limerick, Ireland, we also have offices in UK and USA and a direct presence in other international locations. As a founding partner of Redfaire International, a global network of top-tier JD Edwards consultancies, we're able to deliver even broader, more impactful solutions to our clients worldwide.

About the Role:

We are currently recruiting a JDE Finance Support Consultant to join our busy Global Support Team. The JDE Finance Support Consultant will be responsible for supporting and maintaining JD Edwards EnterpriseOne systems for our global customer base, liaising with third parties 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 role requires effective collaboration in a remote team environment, with availability during European business hours.

Responsibilities:

The JDE Finance Support Consultant role is broad and responsibilities include (but are not limited to);

- 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.
- Mentor and support junior consultants with functional expertise while actively contributing to team success by identifying and driving process improvements.
- Initiate and manage effective relationships between Global Support teams and with the wider 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.
- Adherence to Redfaire and client Data Protection policies.

Qualifications & Skills:

- Minimum 5 years Oracle JD Edwards E1 Finance experience in a support or implementation role.
- Experience of all JD Edwards versions up to and including EnterpriseOne 9.2.
- Domain expertise in all core finance modules including GL, AR, AP.
- JD Edwards World Software experience is a plus.
- Excellent verbal and written communication skills in English, with the ability to convey complex information clearly and confidently to both technical and non-technical stakeholders.
- A highly driven and self-motivated individual with a proactive, hands-on approach and a strong commitment to delivering high-quality results on time.
- Proven ability to manage multiple complex tasks simultaneously, with a structured and analytical approach to problem-solving.
- A strong team player with the ability to collaborate effectively in a remote working environment, demonstrating initiative, clear communication, ownership and accountability.

What we offer:

- Career growth within an expanding global award-winning Oracle Partner recognised for excellence.
- Supportive team culture with ongoing training and mentorship.
- Competitive salary and benefits package.
- Opportunity to engage in flexible working arrangements, including remote options, to help you maintain a healthy work-life balance.

Redfaire is an equal opportunities employer. We are committed to building an integrative culture where everyone feels welcomed and supported. Our inclusive workplace provides an environment that will support your development no matter your gender, civil status, family status, sexual orientation, religion, age, disability, education level, or race.

To apply:

Please send your CV to careers@redfaire.com with your name and 'JDE Finance Support Consultant' as the subject.