



Vertical Bridge Job Description

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| Job Title: | Microsoft Dynamics AX and IT Support Specialist | Date: | 9/22/2017 |
| Department: | IT | Location: | Boca Raton |
| Reports To: | IT Project and Vendor Manager | FLSA Status: | Exempt |

Summary:

The successful candidate will be the lead for projects associated with the Microsoft Dynamics AX ERP System, Management Reporter and other Finance related software as well as providing direct support for Dynamics AX.

Job Functions:

1. Provide tier 1 and Tier II support for applications including Microsoft Dynamics AX ERP
2. Troubleshoot complex issues, via remote access tools, relating to installation, configuration, functional support, and technical support of software and company systems
3. Analyze business processes, applications, and systems with an emphasis in Dynamics AX troubleshooting and support
4. Assist in testing new features and program updates
5. Work closely with other IT groups to perform root cause analysis and develop permanent solutions to resolve and prevent recurring issues
6. Stay abreast of current installed operating systems, applications software and computing standards to ensure all Dynamic AX versions are up-to-date
7. Set-up new users including network, ERP, and email accounts
8. Work with end-users and other IT staff to prioritize service requests
9. Document and present current and new business processes
10. Develop and maintain knowledge base and work as subject-matter expert (SME)
11. Provide excellent customer service. Engage appropriate resources to provide solutions that meet the needs of the business

These job functions are representative of tasks accomplished by incumbents. The list is not exhaustive; incumbents perform other job-related tasks.

Supervisory Responsibilities:

None

Working Conditions and Physical Demands:

Position will work directly from the corporate office and will have minimal. Flexibility to work weekends along with availability for emergencies and on-call duties should business needs dictate.

Education and Experience:

1. Four-year degree (BA or BS), preferably in an Information Technology and/or Accounting field preferred
2. Minimum two years of MS Dynamics AX applications experience (AX2009, AX7 and AX 1212) with end-to-end implementation and support experience required
3. Demonstrated ability to support Dynamics AX environments from an end user perspective
4. Experience with SharePoint environment, including, but not limited to, the Dynamics AX Enterprise Portal



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5. Required to possess project management skills and the ability to prioritize tasks in a fast-paced environment
6. Knowledge of the cell tower industry or the real estate industry is a plus
7. Bi-lingual (Spanish/English) skills desired, but not required
8. Must possess excellent written and verbal communication skills, the ability to establish and maintain effective working relations with internal and external clients as well as vendors
9. Effective in an entrepreneurial culture, working independently and as part of a team

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