

# MS DYNAMICS NAV SYSTEM SUPPORT SPECIALIST

(2ND/3RD LINE SUPPORT)

RIF.: IT-103



## DESCRIPTION

Our Client is an international trading company with over 20 years experience in commodity products. We are looking for a new ERP System Support Specialist. She/He will support the ERP System Supervisor in daily activities but also in assisting the internal users on MS Dynamic Navision (in english language).

## QUALIFICATIONS – EXPERIENCE - SKILLS

### A Must

- Strong more than 5-years' experience in MS Dynamics NAV in roles of implementation consultant and/or support specialist (preferable 2nd/3rd line support)
- Excellent knowledge of Microsoft Office applications (Excel, Word, Outlook)
- Basic understanding of accounting principles
- Excellent analytical and problem solving skills; excellent written and verbal communication skills
- Fluent English speaker

### Highly desirable:

- Deep knowledge of MS Dynamics NAV version 2013 R2 or above
- Experience in training end users and preparing user manuals for Dynamics NAV or other ERP systems
- Knowledge of finance, logistics and manufacturing terminology and business process flows
- Knowledge of Microsoft Dynamics NAV data structure
- Basic knowledge of C/Side and C/AL (reading/understanding programming code and debugging)
- Experience in testing Dynamics NAV functionality
- Fluent in Russian

### Desirable:

- Basic knowledge of Microsoft SQL Server and T-SQL programming language
- Knowledge of BI applications (Power Pivot, Tableau, Power BI, etc.)

## MAIN TASKS & RESPONSIBILITIES

- Maintain communications, provide quality, timely support to end users
- Answer questions and make recommendations related to Dynamics NAV and related applications functionality
- Provide technical and functional issue resolution; identify and elevate issues that cause system to operate incorrectly
- Perform system settings and periodic support/maintenance tasks
- Create documentation and user manuals, train key users on modified or new business processes
- Prepare test case scenarios, test and validate system modifications

## LOCATION & JOB CONTRACT INFO

CH - Lugano, 100% (full time) – Permanent Job Contract

Please send CV (with current photo) by e-mail to [luca.frigerio@4uc.ch](mailto:luca.frigerio@4uc.ch), showing the Ref. **IT-103**; as stated in the EU Directive 2016/679 (GDPR), please clearly consent to the treatment and processing of personal data present in your CV, for the Personnel Research and Selection exclusively purposes. Please also be kindly informed **we will not be able to process your application without your explicit consent**; this consent may be revoked at any time by writing to: [info@4uc.ch](mailto:info@4uc.ch). Finally, we will get in touch with you by when your profile will match with the posted vacancy.