

## **SENIOR TECHNICAL SPECIALIST, MICROSOFT DYNAMICS GP**

**JOB NUMBER: 18-GP-STS02**

**Posting Date: November 6, 2018**

**Start:** Immediately

**Duration:** Permanent Full-Time

**Location:** Northwest U.S. (Washington / Oregon). Remote candidates will be considered.

**For Company Information visit [WWW.ENCOREBUSINESS.COM](http://WWW.ENCOREBUSINESS.COM)**

### **The Position**

As a Senior Technical Specialist reporting to the Practice Lead, Microsoft Dynamics GP, you require a broad range of management, interpersonal and technical skills. Your ability to methodically work through complex technical challenges with patience is commendable. You measure success by delivering timely and complete deliverables that return accolades from your peers and clients alike.

The successful candidate demonstrates professional and ethical conduct, has strong business acumen and has earned a reputation as a trusted advisor with client organizations. Your communication skills and natural ability to translate technical terms into language that can be understood by non-technical individuals puts clients at ease.

### **Key Areas of Responsibility**

- Handle support requests and customer maintenance activities.
- Work closely with clients on the development of business technology road maps.
- Design, develop, test and support integrations between Microsoft Dynamics GP and external applications.
- Plan, prepare, perform, document Dynamics GP upgrades remotely and on client sites.
- Install payroll tax table updates to client Dynamics GP environments.
- Follow prescribed best practices for troubleshooting Dynamics GP; optimizing SQL Server; applying security patches; data backup, clean up and maintenance activities.
- Creation and support of SQL Reporting Service reports.
- Exceed monthly utilization targets on billable activities.
- Author educational articles for posting to Encore blog and distribution on social media.
- Mentor and teach junior Dynamics GP resources.

### **Desired Skills & Competencies**

- Bachelors' degree in computer science, operations, engineering, commerce or equivalent experience.
- Minimum 5 years' experience in consulting, professional services or business development.

- Minimum 5 years' technical or functional experience with Microsoft Dynamics GP.
- Aptitude for learning and mastering new technologies, implementing and upgrading business management solutions.
- Demonstrated knowledge of SQL including T-SQL and SSRS.
- Working knowledge of tools used to integrate external applications with Dynamics GP- Integration Manager, SmartConnect, Scribe.
- Familiar with Dynamics GP eConnect.
- Manufacturing experience an asset.
- Commitment to continuous learning to achieve ongoing Microsoft certifications and relevant professional accreditations.
- Passionate advocate for delivering an excellent customer experience.
- Excels within a team environment but capable of working independently.
- Thrives in a fast-paced industry with exceptional organizational skills.
- Willing and able to travel; valid driver's license and passport are required.
- Must be legally entitled to work in Canada or the United States.
- Must be fluent in English – both verbal and written.

Please send your confidential résumé as a MS Word or PDF document to:  
[hr@encorebusiness.com](mailto:hr@encorebusiness.com), quoting the job number in the subject line of your email.

*Furthering your success through the alignment of strategy, people, processes, and technology*

We thank all applicants for their interest; however, only those candidates selected for subsequent interview will be contacted.

Encore does not conduct interviews via an online platform. This is not a paid internship.