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Job title:	ERP/WMS Operations Systems Specialist
Function:	To play a key role in our business transformation project, leading the definition of Operations functional requirements, creating specifications, and managing configuration and testing during the initial implementation phase. Post go-live, taking ownership of system administration and maintenance, supporting all operational facilities across the group
Lines of Communication:	• Upwards – Business System & Reporting Manager / Head of IT (Project state: Business Transformation Director)
	• Laterally – Lead ERP Developer / Data Reporting & BI Specialist / Business Systems & Reporting Administrator
Hours of work:	40 hours a week Monday-Friday

Duties:

- Lead operational requirements gathering and translate them into system specifications.
- Configure and maintain ERP/WMS settings, including:
    - Warehouse rules and processes
    - Labelling and printing setups
    - Handheld scanner device integration
- Support system setup, configuration, and ongoing maintenance.
- Conduct functional testing and assist with user acceptance testing.
- Provide ongoing support and troubleshooting for operational teams.
- Work closely with warehouse staff to understand workflows and ensure system alignment.
- Act as the primary liaison between operations and IT for system-related issues.

Qualifications and Skills:

- Experience in IT support within a distribution/warehouse environment or ERP/WMS consultancy.

- Strong understanding of warehouse processes and operational workflows.

- Familiarity with ERP/WMS platforms (e.g., Acumatica, Snap Fulfil, etc.).

- Knowledge of labelling/printing systems and handheld scanning devices.

- Ability to configure and maintain system rules and workflows.

- Excellent problem-solving skills and willingness to get hands-on in the operation.

- Strong communication skills to bridge technical and operational teams.

- Desirable: Experience with system integrations (e.g., OData, APIs).

- Desirable: Knowledge of SQL or similar for reporting and troubleshooting.

- Desirable: Previous involvement in ERP/WMS implementation projects.

Personal Attributes:

- Hands-on and technically skilled

- Willing to adapt and be flexible in a fast-paced environment

- Work collaboratively in cross functional teams

- Ability to diagnose system issues and actively problem solve

Last updated: December 2025