

Product Consultant

Location: Hybrid

Hours of work: 37.5 hours per week

Reports to: Head of Product

A bit about us

We started up over 30 years ago, with the aim to make the lives of Manufacturers and Distributors easier and our aim has remained steadfast ever since. We like to think we have come this far because our customers know we want to help them - in the best way possible.

Microsoft Dynamics 365 is our tool of choice to help our customers achieve their business goals and we help our customers succeed because we believe in leading with business objectives, not technology. We take the time to develop an understanding of each customer's business while encouraging and educating them about best-practice processes.

We are a Great Place to Work® Excellence in Winner (over numerous years) and by having the right team in place (with the relevant skills and experience) as well as enjoying what they do and where they work, means we can deliver the projects that make a real difference to our customers.

Our obsession has always been to use technology to make our clients' businesses more efficient, and our people are critical to us in achieving this goal. With our people as our most valuable asset, our involvement in Great Place to Work® means we can continuously benchmark and improve our peoples' experiences to build and sustain great customer experiences.

Overall Responsibilities

As a Product Consultant you will play a key role in guiding the development and enhancement of our products to ensure that they meet the demands of the end user. You will be involved with the design, testing and documentation of our solutions and engage with partners who implement our solutions, for both Support and Presales activities.

Main Areas of Responsibility

- **Product Design:** working closely with Product Developers to implement new and innovative features, you will need to ensure that our products meet requirement recommendations to refine designs and enhance user experience
- **Quality Assurance:** implement rigorous testing for new product features and bug fixes prior to the release of new versions of our solutions, using DevOps to track activities. This will ensure our products meet the required performance, reliability and user satisfaction levels
- **Product Support:** you will liaise between the Product Development team and stakeholders to provide updates, gather feedback and ensure that relevant information is shared

The Person

You will be someone who enjoys working within a team to develop and deliver new solutions that make users more efficient in their business activities. You will be passionate about learning new things, software quality and enjoy showcasing solutions to new and existing users.

Experience

- Ideally a minimum of 2 years' experience within Business Central – preferably in a consulting role where you will be aware of software design and business process

Communication

- Ability to work effectively in a team environment.
- Exceptional customer service, communication and interpersonal skills, both written and verbal.

Skills

- Strong interpersonal skills with the ability to build relationships with diverse stakeholders, including end users and partners outside of the organisation
- Effectively manage your time across multiple tasks simultaneously, prioritising your workload based on deadlines and importance
- Ability to thrive in a fast-paced, dynamic environment where priorities can change unexpectedly.

What we offer:

- A competitive salary depending upon experience
- Competitive annual leave that includes an entitlement to an extra day's holiday for each calendar six-month period completed with no sick leave.
- Access to our Employee Assistance Programme – offering a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues.
- Pension scheme: eligible to join the company pension scheme 3 months after your start date with matched contributions up to 3%.
- Death in Service: you will be enrolled in our Company Death in Service Scheme (unless you wish to opt out) – the cover is for 4 times your salary.
- Private Health Insurance – you are able to join our Company Health Scheme upon commencement of employment
- A friendly and collaborative work culture, with regular social events
- A chance to work with some of the most talented and innovative people in the industry

Diversity and Inclusion

Tecman is committed to promoting equality of opportunity for all employees and job applicants. We aim to create a working environment in which all individuals can make the best use of their skills and can express and develop their potential, from the moment they are hired and throughout their career, by offering a diverse and inclusive community that respects individuals and enables them to strive for success in order to contribute positively to the business, free from discrimination or harassment.

We are passionate about our employee's development, and we value potential and a growth mindset as much as experience and expertise and we therefore encourage you to apply, even if you feel you don't meet all of the requirements of the role as mentorship, coaching, development and support will be provided.

You must have the legal right to live and work in the United Kingdom