**JOB DESCRIPTION**

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| **Job Title** | ERP System Administrator |
| **Reports To** | Head of IT |
| **Function** | IT |
| **Version/Date** | July 2025 |

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| **Job Purpose**  Reporting to the Head of IT, the ERP System Administrator will take ownership of the configuration and maintenance of our Epicor ERP system.  The role will ensure the continuity, security and functionality of the Epicor installation.  To act independently and as part of the team as an ERP System Administrator.  To establish good working relationships across the business including business support functions, Projects, Business development and Engineering. |
| **Key Responsibilities**   * Support the rollout of Epicor across business units and departments. * Manage the day-to-day administration of Epicor. * Monitor system health, perform regular maintenance, and apply patches or upgrades as required. * Working with the 1st line Epicor technician, the role will provide 2nd/3rd line support for Epicor-related incidents and service requests. * Assist in data migrations, testing and deployment of new features. * Support integrations between Epicor and third-party systems (e.g. SharePoint, intranet). * Develop or maintain dashboards and requested reporting. * Support internal training by creating user guides or assisting with training across the businesses. * Ensure the system complies with IT security and data protection standards. * Implement backup and DR procedures for the Epicor environment. * Other duties as assigned. |
| **Skills/Experience**   * 3+ years’ experience administering Epicor or similar ERP system. * Strong understanding of Epicor/ERP architecture and administration. * Proficient in SQL Server (including writing queries). * Experience with ERP Dashboards and report generation. * Working knowledge of Windows Server and IIS. * Familiarity with ERP business processes preferably in a manufacturing/engineering environment.   **Desirable Skills/Experience**   * Knowledge of Power BI, Power Automate, or API integrations. * Previous involvement in Epicor implementation or migration projects. * Able to establish and meet deadlines. * Process driven, analytical and detail orientated. * Previous experience as a technical administrator or similar working with operational teams would be preferred. |
| **Personal attributes and other requirements**   * Flexibility and ability to sometimes work unsocial hours to perform out of hours tasks. * Able to connect remotely from home when required. * As a defence contractor, we have a number of security obligations placed upon the Company, which means that all our staff, must be able to successfully achieve the relevant security clearances. |
| **Working Conditions**  Primarily office based (in Newcastle upon Tyne) |