

Resident IT Systems Engineer

Fulltime | Bradford, Great Britain

#Job Summary

Based at our customer's distribution centre the role is to provide hands-on technical support and analysis for our software, infrastructure and technology products and ensure the availability of KNAPP installed systems.

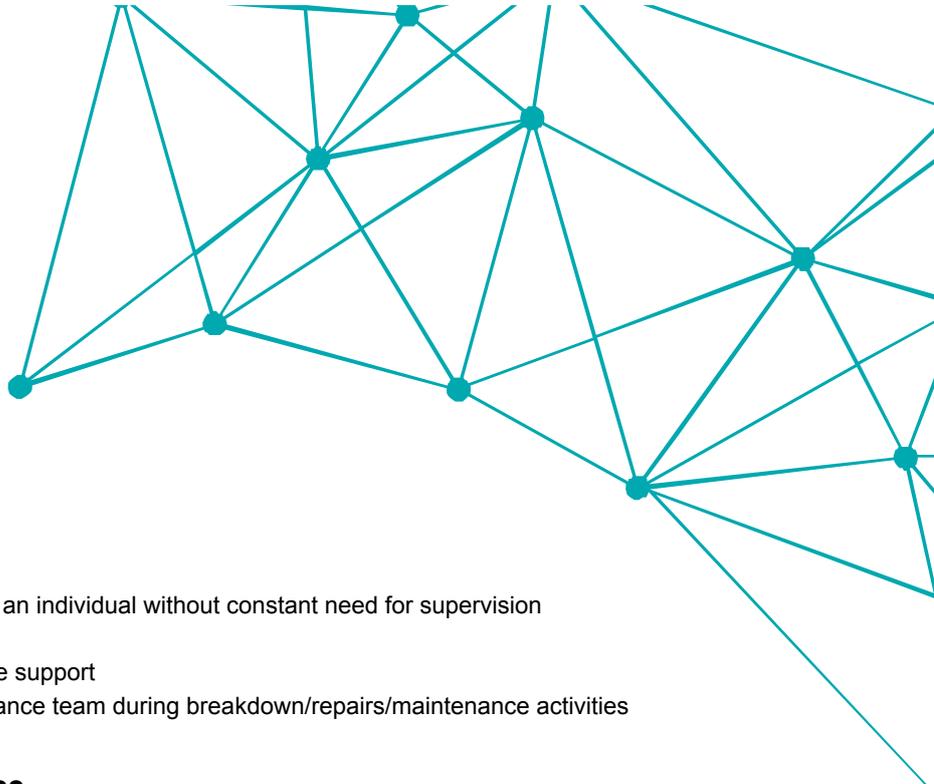
Engaging directly with the customer to support with operational analysis, exceptions and change management, this role enables the individual to be a significant contributor to the success of our customer's day to day business operation.

Reporting to the Site Manager, the Systems Engineer will communicate effectively and accurately any business-critical situations together with the hotline and development groups with appropriate priority.

#Duties and responsibilities include, but are not limited to:

- Monitoring and management of KNAPP software systems (WCS, WMS, PLC, SCADA) and associated hardware
- Identify, analyse and root-cause-analysis of Systems and IT issues
- Support the remedy process of software through investigation
- Incident and problem management (hotline tickets)
- Manage and communicate effectively with stakeholders both internal and external
- Meet the agreed performance objectives for the role
- Ability to dynamically prioritise workload and tasks effectively according to current business needs
- Self-motivated and a proactive approach to problem solving is essential with a strong working relationship with all stakeholders
- Strong communication skills and engagement with stakeholders
- High level of responsibility and awareness of business-criticality
- Ability to learn and develop on the job
- Ability to keep calm, confident and focused while working under pressure





- Capacity to work as part of a team and as an individual without constant need for supervision
- Ability to work flexible hours and locations
- Ability to provide occasional on-call remote support
- Support the resident engineering/maintenance team during breakdown/repairs/maintenance activities

#Skills, qualifications and experience

- NVQ/BTEC/C&G Level 3 in an IT discipline essential (Degree level preferable) or 3-5 years' experience in IT
- An understanding of warehouse operations and supply chain management
- Linux Operating Systems (Command line interface to administer OS performance, log files navigation and deploy releases)
- Proficient using SQL (DML, DDL, TCL) and SQL Developer
- Experience with PL/SQL language
- Debugging skills
- Hands-on database experience (Oracle beneficial)
- 1+ years' experience in software application support and incident investigation would be desirable
- 3-5 years related experience in logistics, high volume manufacturing, distribution, production planning and/or transportation environment would be desirable

#Important behaviours to have in line with our company values

- Appreciation – Recognises the achievement of others
- Creativity – Is resourceful and innovative
- Courage – Willing to learn and try new things
- Openness – Always approachable and helpful
- Reliability – Consistently gives their best

#Local benefits

Some locations have local benefits; please speak to a member of the management team.

