

NetSuite Specialist

Job Description

Job Title	NetSuite Specialist
Department	Internal IT
Location	Newbury/Cwmbran

The Company

Nuvias UC is a leading Unified Communications & Collaboration solutions and technology enabler with more than 12 years’ in-depth experience in the market. Our rapid development over the past decade has been recognised with various industry awards, including the prestigious Deloitte’s UK Technology Fast 50 and EMEA Technology Fast 500. With headquarters in the UK, Nuvias UC also has an established presence in Benelux and France and is continuing to grow across Europe.

Our mission, as Europe’s fastest growing distributor of innovative unified communications, collaboration, and cloud solutions, is to make it easy for partners to meet the needs of their customers by enabling the onboarding, deployment, and support of products, services, and solutions on behalf of top-class vendors.

We continually look for new solutions to help our partners grow, and our success is built on our key philosophy of ‘**Innovate - Enable - Support**’, underpinned by very strong technical expertise.

Nuvias UC was originally founded in 2009 as Siphon Networks and was acquired in 2016 by the Nuvias Group. In 2020, Nuvias UC launched its cloud division, **Konekt**, which sets new standards in cloud services, enabling our cloud-focused partners to drive their businesses forward.

The Team

You will be joining the Internal IT team, where you will be responsible for our NetSuite ERP solution, you will be working closely with the Finance department and the other key teams who use NetSuite on a daily basis.

The Role

The NetSuite specialist will report into the Head of IT and will be key in maintaining the NetSuite platform and supporting the 150 users of the system. This will involve using the support ticketing system to manage the requests and liaising with the external developers and solution providers. There will be the requirement to travel to all Nuvias UC offices and this may include overnight stays.

Job Specification

Areas of responsibility will include:

- ✚ First Line Support
 - Escalate to our development/solution partners
- ✚ User Maintenance
 - Starters/Leavers
 - NetSuite Licensing
 - Bounced email addresses administration
- ✚ Platform maintenance
 - Clear cache nodes
 - API Passwords
- ✚ Support departments with setting up Reports/Dashboards.

Day to day tasks will include:

- ✚ Supporting departments with setting up Reports/Dashboards
- ✚ Managing Legacy External Feeds
- ✚ Sandbox refresh testing
- ✚ Upgrade testing
- ✚ Plugin (Bundle)/Integration management
- ✚ Liaising with External Developers
- ✚ Providing training on NetSuite to other employees

We're looking for someone that:

- ✚ Is self-motivated and can work on their own initiative
- ✚ Has the ability to quickly learn the technologies, tools, and processes
- ✚ Has good communication skills and confident talking to people at all levels in the business
- ✚ Has the ability to work alone on tickets but not be afraid to ask for help
- ✚ Is open and willing to suggest new ideas, different options, and solutions

Here's what you'll get back:

- ✚ A job with excellent prospects in one of the fastest growing companies of its kind.
- ✚ The reward of working with exciting vendors who offer great margin potential in growth sectors.
- ✚ Training and certification on technology & vendor systems as necessary.
- ✚ A relaxed and fun, collaborative team working environment.
- ✚ Fantastic company benefits incl. Pension scheme, private healthcare, a day off on your Birthday! Cycle to work & Tech schemes, perkbox membership with discounts, childcare vouchers, free fruit and refreshments, modern offices with free parking, staff organised charity events, kick-off's... and much more!