

Role: Application Support Consultant

Industry Type: IT Services and Consulting

Experience: 1+ years

Employment Type: Full time, Permanent

Location: South Africa

Role Summary:

iWMS South Africa, located in Johannesburg and KwaZulu-Natal, is looking for IT professionals passionate about computer programming and problem-solving. Applicants must have at least 1+ years of experience using MS SQL Server/.Net Programmer and Reporting Tools and MS Office tools. New hires initially enter a paid, three-month training program for Körber Supply Chain (Formerly HighJump), a Warehouse Management System software. After completing the training and pairing with an iWMS mentor, new hires will work on exciting projects to help customers from around the globe maximize their existing supply chain operations, support distribution centre management, and optimize warehouse functionality.

Location:

As this is a remote role, we will consider applicants from all over South Africa as you will be comfortably set up to work from anywhere in the country. However, in-office working is available to applicants as needed.

Job Functions:

- Providing support and responding to support queries for all customers in the iWMS Group.
- Taking ownership of a support incident and implementing workaround/temporary or providing permanent fixes to restore the system as soon as possible.
- Maintain a high degree of customer service when responding to support issues.
- Ensuring all relevant support procedures are followed.
- A thorough investigation of support calls and the identification of the recurring problems.
- Perform root cause analysis on recurring issues and escalate complex incidents to the relevant team member at the next higher level than yourself, at the right time.
- To be mindful of the SLA threshold and work towards achieving SLA rules consistently.
- Participation in out of hours support.

- Establish a good communication channel and relationship between the internal team members and customers.
- To record, update, and document the step-by-step procedures taken to resolve or investigate a call according to the type of incident.
- Ensure incidents that have been worked on are updated daily - this will ensure the customer and internal resources that there is work being done to resolve the call.
- Responsibility for all hardware devices, including cell phones and laptops - more detail will be provided to you.

Depending on your knowledge, customer-facing skills level, and location, you may be required to carry out the following activities:

- Onsite visits to existing customers.
- Deliver training to end-users and partners.

Exposure:

Internally, the role will provide exposure to iWMS' functions support, consultancy, and development. Additionally, the Application Support Consultant will acquire a large amount of Körber Supply Chain product and process knowledge. This opportunity will also allow you to gain experience in software packages such as Microsoft SQL Databases, SSRS reports, Bartender Labels, Georgia Softworks, IIS etc.

Externally, this role will allow you to build a large network with both software and supply chain professionals and experts.

Job Requirements:

- Bachelor's degree or higher qualification in Computer Science or other related fields.
- 1+ years of experience using MS SQL Server/.Net Programmer and Reporting Tools and MS Office tools, depending on your level.
- Interpersonal skills – ability to communicate effectively with internal and external stakeholders.
- Energetic, curious, hardworking, and enthusiastic.
- Strong analytical, communication and problem-solving skills.
- Able to work productively and autonomously from a remote location.
- HighJump (Now Körber Supply Chain) certificate would be an added advantage.
- Fluent in English.

About iWMS:

iWMS is a Global company and an expert in critical supply chain and eCommerce fulfilment solutions. We specialise in Körber Supply Chain warehouse management system implementation, integrations, system health checks, support, and diagnosis.

We proactively seek complex and dynamic opportunities to serve our customers' needs with WMS solutions to streamline and grow their business and supply chain operations. We are a company that prides itself on delivering excellence to all our stakeholders and becoming trusted advisors for everybody with whom we engage. At iWMS, we value hard work, attention to detail, and a willingness to learn. We have created a safe, supportive, and progressive environment and culture that has been shaped from our core values of ownership, respect, pride, passion, and candour!

Why you should join the iWMS team:

- We are a fast-growing company with an international presence
- Work flexibility - we have mastered remote working and collaboration
- Diversity – you will have the opportunity to work with different teams from around the globe (India, USA, Australasia, and SA)
- We commit to advancing your skills based on your personal career goals
- You will receive strong leadership, mentorship, training, and support to ensure your success and growth
- We are more than just a company – we are a collaborative community committed to delivering excellence and becoming trusted partners for everybody with whom we engage
- You will be in a safe and supportive working environment built on the foundation of respect, pride, passion, ownership, and candour
- We offer appropriate industry salaries, training, and benefits for each country.

If you are looking to further your skills, experience, and future, then iWMS is the company for you!

Please send your CV to Jobs@iwmsglobal.com