

IT Application Support Analyst

ILG has grown from a small, ambitious company providing warehousing and delivery services out of one warehouse in Sussex to one of the UK's leading 3PL providers in the sector in which it operates.

Our warehousing operation provides our clients with specialist outsourced order fulfilment and delivery services to retailers and consumers at home. Providing high-quality warehousing, order management, rework, product personalisation and stock control to prestige brands in sectors including, Health & Wellbeing, Technology, Luxury & Fast Fashion, Beauty, Skin Care, Hair Care & Cosmetics.

Our delivery business provides local and national clients from all sectors with personal customer care and access to a wide range of global parcel and freight carriers at below market pricing. We also provide a single technology platform to produce shipping documentation and a shipment tracking capability for multiple domestic and global parcel carriers.

In 2018 we became part of Yusen Logistics (YL), which has strengthened our freight forwarding service offering by air, road and ocean to add to our established global parcel delivery services. Demand for our services is at an all-time high resulting in significant investment in our ambitious growth strategy with Warehouses across the South East, Midlands and extending into mainland Europe.

Reporting into the IT Operations Manager, you will be responsible for providing 2nd line IT Support and Project technical resource, to internal business users and external clients, in relation to ILG's core business systems (Carrier Management and Warehouse Management).

Main Responsibilities:

- Internal (ILG) and external (client facing) 2nd line IT Application support
- System administration, maintenance and configuration for deployed business facing applications including
 - Warehouse Management Systems (SNAPfulfil, 3EX.Net) and Carrier Management Systems (Netcourier)
- Supports projects as assigned technical resource, e.g. new business onboarding, client migrations and platform upgrades
- Hands on investigation and completion of assigned Service Requests, Incidents, Problems and Change requests within agreed Service level targets
- Participation in QA and test execution activities, as required
- Provides both remote and on-site support to end users
- Provide solutions and/or work arounds to incidents and problems
- Proactive work to ensure applications run optimally and are compliant with defined policies and controls
- Supports the IT Operations Manager, as required
- Maintain good working relationship with internal / external stakeholders and 3rd party IT service providers

- Escalation of support issues, to IT colleagues and/or external IT service providers

Selection Criteria:

- Hands-on experience in the administration and configuration management of Warehouse Management Systems and/or Carrier Management Systems (desirable)
- Good knowledge of business processes within 3PL / Logistics sector (desirable)
- ITIL foundation certification (desirable)
- IT Service Management experience, familiar with Service Requests, Incidents, Change and Problem management procedures
- SQL experience (desirable)
- Advanced IT support and problem-solving experience, across a range of technologies and solutions
- Experience using IT Service Management ticketing solutions to manage and coordinate workload
- Excellent communication skills
- Excellent problem-solving skills
- Comfortable working in high pressure situations
- Teamwork and collaboration skills
- Customer focussed, can-do attitude
- Proven ability to manage own workload to meet agreed deadline
- The role requires you to be able to travel to ILG's sites in line with business needs, and in-line with the ILG's home-working policy