Job Description
Microsoft D365 Finance & Operations (FinOps) Application Support

Role Purpose
The FinOps application support role is responsible for the day-to-day administration, support, and continuous improvement of FinOps. This role acts as a key liaison between business users and external support partners (e.g. Datacom), ensuring the system is secure, reliable, well-understood, and continually delivering value to the business.

Key Responsibilities
Application Support & Administration
- Provide functional support for FinOps across all modules
- Manage user administration, including:
  - User setup and security roles
  - License assignment and administration
- Administer and maintain system workflows, ensuring they align with business processes
- Perform price administration and maintenance within the system
- Monitor system performance and data integrity

User Enablement & Training
- Deliver user onboarding, training, and refresher sessions
- Create and maintain user guides, process documentation, and training materials
- Act as the first point of contact for user queries and issues

Release & Change Management
- Assist with FinOps wave updates:
  - Assess impact of upcoming releases
  - Communicate changes to stakeholders
  - Support testing and deployment activities
- Support continuous improvement initiatives by identifying opportunities to streamline processes and improve system usage

Issue Management & Vendor Liaison
- Identify, log, and diagnose system bugs and functional issues
- Liaise with Datacom and other vendors to escalate and resolve issues as required
- Coordinate testing and validation of fixes and enhancements

Integrations & Data Flow
- Understand and support integrations between FinOps and other business systems
- Assist with troubleshooting integration failures and data issues

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Skills & Experience
Essential
- Strong understanding of user security, licensing, and workflow administration
- Ability to identify issues, analyse root causes, and work through resolutions
- Good communication skills, with the ability to explain technical concepts to non-technical users
- Resilience and a "thick-skinned" approach when dealing with competing priorities or high-pressure situations

Desirable
- Experience supporting Microsoft D365 Finance & Operations
- Experience working with external implementation or support partners (e.g. Datacom)
- Basic accounting knowledge (e.g. general ledger, AP/AR, pricing, cost structures)
- Previous experience in an application support, systems analyst, or ERP support role

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Personal Attributes
- Pragmatic and solutions-focused with strong organisational skills
- Comfortable working across technical and business teams
- Adaptable and open to change
- Confident engaging with stakeholders at all levels