

**SYSTEMS SUPPORT SPECIALIST
HIRT & CARTER
DURBAN**

CORE PURPOSE OF THE JOB:

The Systems Support Specialist will provide technical and functional support to Business Central end-users in the business. The incumbent will provide hands-on support, solutions, and expertise to ERP end-users on Business Central modules such as Sales Quotes, Sales Orders, Production Orders, Purchasing, Warehousing, Production, Shop Floor Management, Finishing, Packing, Shipping, Costing, Invoicing and System Administration and Maintenance related activities.

KEY PERFORMANCE AREAS:

- Provide Tier 1 support to all Business Central users, delivering efficient troubleshooting and issue resolution, while escalating, when necessary, complex incidents to Tier 2 and Tier 3 support to minimize business disruption
- Monitor and maintain system performance, job queues, master data, and system administration
- Deliver ERP training and onboarding for new and existing users
- Develop and maintain training materials, documentation, and the internal knowledge base
- Identify opportunities to improve processes, support procedures, and system functionality
- Support business functions through effective communication, issue resolution, and adherence to best practices
- Build strong relationships with users to ensure high levels of customer service and satisfaction
- Participate in projects and special initiatives, contributing to the successful delivery of business and system objectives
- Provide management with reports as and when required

QUALIFICATIONS / EXPERIENCE:

- Relevant tertiary qualification in Computer Science, Information Technology or Financial with at least 1-2 years' professional experience in either help-desk support, information technology, project management and operations, financial analysis and accounting, international development and/or other related fields
- Demonstrated proficiency with ERP systems and/or other business software systems required, including Microsoft Office Suite applications
- Knowledge of Microsoft Business Central would be highly beneficial
- Experience preparing training materials and delivering training in various formats including classroom, one-on-one, and remote

BEHAVIOURS & ATTRIBUTES:

- Creative, passionate and driven
- Exceptional communication and team building skills at all levels
- Strong leadership skills
- Ability to work under pressure
- Creative problem-solving skills

The advert has minimum requirements listed.

Management reserves the right to use additional / relevant information as criteria.

Email: careers@hc.co.za

Closing date for applications is Monday, 27th July 2026.

HIRT AND CARTER (PTY) LTD

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