



## Financial application support agent France (Paris)

### About Marlink

Marlink is a trusted partner in fully managed smart network solutions, based on an intelligent hybrid network and unrivalled digital solutions.

A true partner, who goes Above and Beyond to help you run your remote operations in ever smarter, more profitable, and sustainable ways to give you the competitive edge. In today's world, the power to connect your business operations and assets, even in the most remote and challenging places, has never mattered more.

At Marlink, we design, build and manage smart network solutions around your individual needs. We provide trusted global coverage, through our intelligent hybrid network combining satcoms, terrestrial technologies and digital.

### Position

- Located in Paris.
- Reports to the head of the Support team within the Accounting Shared Service Center of the Marlink Group (scope of 12 countries).
- 1st level support on a set of the applications of the Marlink group: AX2012 (ERP), Dooap (vendor invoices), Infor (expenses), Esker (cash application).
- Participation to the projects managed by the Support team.
- Hours of Support extended on busy periods
- Few 'On-Duty' bank holidays according with worldwide bank holidays calendar to not disrupt operations (i.e., November 1st).

### Your Mission / Main Tasks

- Support and advise the business users on their operational and technical questions.
- Actively work on application improvements, both in quality and efficiency.

- Design user documentation and guidelines and manage the associated SharePoint.
- Play an active role in projects within the Support team.

### Qualifications & Professional skills

- Must be fluent in English, both written and spoken.
- Advanced user of MS tools (e.g.: Excel, Word, Visio...).
- SQL, Power Shell, C# / X++, .net, Power BI are pluses.
- he knowledge of AX 2012 / D365, or at least an ERP, is an advantage.
- Broad knowledge of business processes (e.g.: accounting, SCM) and IT (e.g.: Azure, Citrix) is an asset.
- Analytical mind with structured, systematic working methods and reporting skills.
- Work independently, has a proactive attitude and is an enthusiastic team member.

- Excellent written and verbal communication, able to communicate technical solutions to non-technical users and stakeholders.
- Positive and result oriented with focus on quality and efficiency.
- Must be fluent