

Job Description

Job title	IFS Application Analyst	Date June 2025
Reports to (title)	Head of Business Systems	
Contract/Department	IT	Revision 1.1
Location	Remote	

Job purpose

Describe the overall purpose of the job in two or three sentences.

The IFS Analyst main duties will be to support the delivery of the technical and application roadmap for the EMCOR UK ERP system IFS. The role is to primarily enhance the IFS solution by making configuration changes, acting as a business analyst, support engineer and solution provider for all elements of the application

To lead the enhancement activities required, ensuring all client service teams and customers are provided with a consulting led engagement to further their requirements and outcomes

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Provide expert-level support for IFS Applications, including configuration, troubleshooting, and upgrades.
- Collaborate with stakeholders to gather requirements and translate them into functional solutions within IFS.
- Lead the end-to-end implementation and enhancement projects across finance, supply chain, manufacturing, and other modules.
- Develop technical documentation and deliver user training where necessary.
- Work closely with IT and business teams to ensure system integrity, performance, and compliance
- Carries out security changes, report writing, lobby management and other configuration activities within the IFS toolset
- Works with software owner/vendor and support partners to gain product roadmap awareness, specifications, technical support, and the relationship
- Leads the technical deliverables resulting from the annual SOX compliance audit (Sarbanes Oxley)
- Delivers best practice security standards as part of the IT security standards delivered under ISO 27001
- Carry out support for IFS Applications updates and releases (i.e. conducting an analysis of the release notes and ensuring that developments and testing scenarios are updated accordingly)
- Works with the Change and Release function and the Client Services teams, to safely deliver updates and enhancements – and will act as a sponsor for any changes into the live environment where it impacts a customer
- Engage in project activities, acting as a representative of Information Solutions and facilitate service transition from project to operations.

Job Description

- Act as liaison between business stakeholders, vendors, management, end users, and the development team.
- Provides 2nd and 3rd line support for allocated platforms
- Provides project resource to support contract mobilisation activities
- Training and awareness of products, services, and processes through the engagement of super users by appointment

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- Direct or indirect reports – None
- Financial responsibility – None
- Extensive Management of 3rd party provider

Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Proven experience working with IFS Applications (preferably IFS Cloud or Apps 10).
- Strong understanding of ERP processes across core business functions.
- Excellent problem-solving and communication skills.
- Ability to manage multiple tasks in a fast-paced environment.
- Experience with ITSM, Agile Project Management and/or ITIL. Certifications are also an advantage.
- Excellent communication skills, both written and oral.
- Excellent interpersonal skills, including stakeholder management, training, presentation, and public speaking.
- Demonstrated, quality focused, track record of successful projects.
- Ability to research and quickly assimilate relevant new technologies, concepts, architectures, and features is essential.
- Strong knowledge of reporting and analytics
- A patient and “customer first” manner essential for this role, and being prepared to go the extra mile in order to complete the task on time, and to high standard
- Prioritisation and planning is a key feature of this role, and the role requires that the individual should be able to manage their time to provide successful outcomes per the department KPI's

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Job Description

N/A

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

FOR HR USE ONLY:					
Job Grade		EMCOR Competency Level		Training Profile UTC	