

WEERT

ERP SUPPORT SPECIALIST MICROSOFT BUSINESS CENTRAL

Location : Weert, Netherlands
Employment Type : 32–40 hours per week
Start Date : ASAP



About OVO-Vision

We are a leading provider of ERP software for the global food industry, with a specialization in the egg and poultry sector. Our solutions are built on Microsoft Dynamics 365 Business Central and are used worldwide. To strengthen our support team, we are looking for an experienced and customer-focused support specialist with in-depth knowledge of Business Central.

About the Role

As an ERP Support Specialist, you will be the first point of contact for our customers regarding functional and technical questions about our ERP solution. You will analyze incoming requests, provide appropriate solutions, and ensure excellent user experience. Thanks to your experience and expertise, you will be able to independently resolve complex issues and contribute to structural improvements.

Your responsibilities

- Responding to and resolving support requests via our ticketing system.
- Analyzing functional and technical issues in Business Central.
- Assisting with updates, configurations, and minor adjustments.
- Documenting solutions and contributing to knowledge base articles.
- Identifying recurring issues and suggesting structural improvements.
- Collaborating with consultants and developers on complex cases.

Your profile

- Minimum of 5 years of experience in a support role within an ERP environment.
- Excellent knowledge of Microsoft Dynamics 365 Business Central (cloud and on-premise).
- Understanding business processes such as finance, logistics, production, and sales.
- Strong analytical and problem-solving skills.
- Excellent communication skills in Dutch and English, both verbal and written; German is a plus.
- Experience working in a customer-focused environment.
- Proactive attitude and ability to perform under pressure.
- Bachelor-level working and thinking ability, preferably in business administration or logistics.



What we offer

- A varied role within a stable and growing software company.
- Work with a modern ERP platform and engaged customers.
- Flexible working hours and the possibility of hybrid work, mostly via Teams.
- Competitive salary and attractive secondary benefits.
- Opportunities for training, certification, and personal development.



Interested?

Send your CV and motivation to g.vandebeek@ovo-vision.com and become part of our team that takes ERP solutions to the next level.

