



**Vacancy: Business Systems Coordinator**

**The Company:** Capital Document Solutions

**Position:** Permanent

**Location:** Edinburgh

**When:** Immediate

**The role**

This is an exciting opportunity to play a key role in the development of our business processes, related software systems and future IT strategy. Reporting to our IT Director, you will be part of a small Information Services (IS) team focused on delivering tangible benefit to the company through the use of technology.

An early priority of your role will be to coordinate further enhancements to and identify opportunities for our new ISO 27001 ISMS internally, ensuring that this is integral to how we operate as a department and that it underpins all future developments.

One of our key developments for 2017 is the rollout of Office 365, giving us an opportunity to identify and improve processes and efficiencies throughout the company to better support our staff in their day to day operations.

The position will be based in our Edinburgh HQ office, with occasional travel to our three other branches in Inverness, Aberdeen and Glasgow as required.

**Key Skills/ Competencies/ Experience**

- Understanding of an ERP system (*Ideally Microsoft Dynamics AX 2009 but this is not essential*)
- High level of understanding of Office 365 core functionality
- Understanding of the whole SDLC and continual business improvement methodology
- Subject matter expert focused on functional and business (*with technical awareness*)
- Excellent communication skills and effective in building relationships
- People person that's friendly and approachable
- Requirements gathering experience focusing on the pain point and outcome required (*not the technical bit in the middle*)
- Comprehensive understanding of business processes
- Good communicator, listener and influencer with excellent written, verbal and presentation skills and techniques
- Open, honest and passionate who can "sell" an idea or concept
- Knowledge of ISO 27001 Security Standard or similar ISMS (*any ITIL experience would be advantageous*)
- Proactive and can "think outside the box"
- Organised and calm under pressure (*but with a sense of perspective*)

**Key Duties**

- Manage and build on the relationship and improve "PR" between IT and the wider business
- The "Go To" person who will coordinate, take ownership of key projects that involve the IS department
- Manage and own the documentation required to operate the department

- Work closely with senior management to understand all aspects of the company
- Motivate and coordinate staff and teams involved in the project
- Undertake functional testing of developed solutions
- Knowledge share and liaise with 2<sup>nd</sup> line ICT support
- Liaise with the ICT Manager on joint project development
- Create, maintain and develop relationships with 3<sup>rd</sup> parties

#### **Other Duties**

- Build a social network to improve communications between IT and the business
- Coordinate and assist with internal training of our staff
- Participate and attend relevant user groups
- Attend relevant events to network with other IT Professionals and remain informed with regards to current industry practices

#### **Benefits/ Conditions**

- Main working hours: 37.5 hours per week, Monday to Friday 8.30am to 5.00pm
- 23 days annual holiday plus 8 public days, with an extra 2 days after 2 years' service
- Auto enrolment into the company pension scheme after 3 months
- Company pension contribution of 3%; personal pension contribution 3%
- ISO 9001 (Quality) and ISO 14001 (Environment)

#### **About Capital Document Solutions**

Established in 1979, we are Scotland's largest independent supplier of office equipment and document solutions, with over 200 employees working out of Edinburgh, Glasgow, Aberdeen, Dundee, Inverness and Shetland. As digital technology has developed, our products have expanded to provide clients with the best equipment and software to manage their digital and print requirements. We are a leader in our field and one of 8 approved Scottish Procurement suppliers, with a range of electronic document solutions that produce, manage and distribute documents cost effectively for both the private and public sectors. Our reputation in the industry is second to none and has been established over the years by our highly trained staff. Capital has grown significantly since being established in 1979 and acquired Highland Office Equipment in 2013.

Attitude is as important as the skills that you bring to this role. We aim to grow our business through growing our people and our vision statement is: to continuously strengthen our business and be proud of all that we are and do. To be successful in this role we will expect you to demonstrate personal values that match our company culture of integrity, responsibility, care and openness.

**If you think you have the potential to excel in this role, send your CV and a covering letter to Beverley Burness – [bburness@capital-solutions.co.uk](mailto:bburness@capital-solutions.co.uk)**