

Company	OMEX UK Ltd.
Main Site	Bardney, Lincoln or Estuary Road, King's Lynn
Job Title	Business Systems Support – Microsoft Dynamics 365 Business Central
Contract Terms	Full Time, Permanent

OMEX

OMEX is the market leader in liquid fertilisers in the UK, manufacturing and exporting a unique range of plant nutrients and crop health promoters nationally and internationally. OMEX is an innovative and exciting place to work.

Overview of Role

We are seeking a proactive and detail-oriented Business Systems Support with hands-on experience supporting Microsoft Dynamics 365 Business Central. In this role, you will be the first line of support for users, ensuring the effective operation of Business Central and related business systems across the organization. You'll work closely with stakeholders in finance, operations, and IT to resolve issues, manage system changes, and support continuous improvement initiatives.

Key Responsibilities

- Provide first and second-line support for Microsoft Dynamics 365 Business Central (BC), including user queries, data issues, permission management, and troubleshooting.
- Supporting multiple businesses over multiple UK sites
- Monitor and manage support tickets through the internal helpdesk system.
- Work with functional teams (e.g., Finance, Operations) to understand requirements and assist with system configuration, testing, and deployment.
- Assist in onboarding and training new users in Business Central processes and best practices.
- Support integrations between Business Central and other systems (e.g., Power Platform apps, third-party extensions).
- Document processes, known issues, solutions, and system changes.
- Liaise with external vendors or Microsoft partners when escalation is needed.
- Participate in system upgrades, testing, and post-deployment validation.
- Identify opportunities for process improvement and automation using Business Central and related tools (e.g., Power Automate).

Qualifications, Skills and Experience**Essential:**

- Proven experience supporting Microsoft Dynamics 365 Business Central in a business or alternative ERP.
- Strong understanding of core ERP modules, particularly Finance, Purchasing, Sales, Inventory and Manufacturing
- Excellent problem-solving and analytical skills.
- Strong communication skills to interact with both technical and non-technical users.
- Experience documenting procedures and system configurations.

Desirable:

- Familiarity with the Power Platform (Power Automate, Power Apps) or other Microsoft 365 tools.
- Knowledge of extensions/customizations in Business Central (e.g., AL code exposure).
- Experience of creating document layouts in Business Central (RDLC).
- Experience supporting end users in a fast-paced business environment.
- Understanding of ERP best practices and business process mapping.

Qualifications

- Degree in IT, Business Systems, Accounting, or related field (or equivalent work experience).
- Microsoft Dynamics 365 certifications (preferred but not required).

Pay: From £30,000.00 per year

Additional pay:

- Yearly bonus

Benefits:

- Company events
- Company pension
- Discounted or free food
- Free parking
- On-site parking
- Private medical insurance
- Sick pay

Schedule:

- Monday to Friday
- 8:30am-5:00pm

Vision Strategy

Product Performance	Provide products that consistently meet / exceed expectations. Products that are reliable, efficient, accurate, easy to use and provide optimal nutrition to crops resulting in excellent crop yield, quality and sustainability.
Logistics	Maximum customer satisfaction achieved through efficient infrastructure, accurate demand forecasting, effective system management and cost optimisation.
Technical Support	Commercial teams possess a deep understanding of products and application to help farmers use fertilisers more efficiently, have effective communication skills, respond in a timely manner and have a customer centric approach.
Quality	Consistently high-quality standards achieved in operations through continual evaluation of processes and product formulations to eliminate problems.

Safety	Superior safety standards achieved through establishing a strong safety culture where employees recognize the importance of safety, feel confident in reporting hazards and have the necessary training to work safely.
People	An engaged, motivated and loyal workforce that are encouraged, empowered and given a work environment that provides opportunities to reach their full potential.

FOCUS on Values	
Fulfilment	<ul style="list-style-type: none"> • Happy • Motivated • Challenged • Rewarded • Developed • Appreciated
One-Team	<ul style="list-style-type: none"> • Communicate Well • Support Others • Align with decisions • Involve the right people
Collaborate	<ul style="list-style-type: none"> • Build partnerships based on trust and respect both internally and externally
Use a Strategic Mindset	<ul style="list-style-type: none"> • Maintain a long-term perspective • Innovate • Think Broadly • Be willing to change • Use data to drive decisions
Strong Execution	<ul style="list-style-type: none"> • Focus on priorities • Coordinate resources • Clear accountability • Work at the right pace • Don't cut corners