

Position: Business Systems Support

Department: Operations

Reports to: Head of Business Systems and Transformation

Contract Type: Permanent

Salary: Depending on experience

Location: Hybrid - Manchester area.

Travel: Occasional travel to Fortus offices across the UK and Ireland to support users, projects and team collaboration

Overview

We're looking for a proactive and technically minded individual to join Fortus Group as a Business Systems Support.

This role will provide day-to-day support for our core business systems, helping colleagues across the Group to resolve issues, access information and make the best use of our technology platforms. Reporting to the Head of Business Systems and Transformation, you will work closely with the Operations team to ensure systems operate effectively and continue to meet the needs of the business.

The successful candidate will be responsible for supporting users, troubleshooting issues, maintaining system integrity and assisting with ongoing improvement activities. Initially, there will be significant support and guidance from the Head of Business Systems and Transformation, together with colleagues across the Operations team, providing an excellent opportunity to learn both the systems and the business processes that sit behind them.

Over time, the role is expected to develop into a key support position within the business, taking on increasing responsibility for system administration, user support, reporting, testing and project activity, helping to reduce the day-to-day operational burden on the Business Systems team and enabling greater focus on strategic transformation initiatives.

This is an excellent opportunity for someone with strong problem-solving skills, an interest in data and technology, and a desire to build a career in business systems, process improvement, project management and digital transformation.

Key Responsibilities

- Provide first-line support to users of our internal business systems, managing issues, queries and requests in a timely and professional manner.
- Troubleshoot and resolve technical or data-related issues, escalating to external development partners where appropriate.
- Perform routine system checks and maintenance activities to ensure reliable system performance.
- Assist with onboarding new users, including access setup, guidance and user training.
- Support the production of reports, data extracts and management information required by stakeholders across the Group.
- Maintain system documentation, user guides and knowledge resources.
- Assist with user acceptance testing, change rollouts and enhancement activities.
- Act as a link between system users and development partners, helping to translate business requirements into system improvements.
- Support data quality initiatives, data validation and continuous improvement activities.
- Assist with projects and process improvement initiatives across the Group.
- Work closely with colleagues across Operations, Finance and other departments to understand business processes and identify opportunities for improvement.
- Develop knowledge of Fortus systems and processes to provide wider support coverage and take ownership of activities as the role matures.

Skills, Knowledge, and Qualifications

- HND/degree level in Business, Information Systems or a related field or equivalent experience.
- 1-3 years of experience in systems support or a business analyst role.
- Experience supporting or working with in-house or custom-built systems is highly desirable.
- Strong analytical and problem-solving skills.
- Comfortable working with data and producing reports or data extracts.
- Excellent Excel and Data manipulation
- Power BI experience
- A collaborative can do attitude with a willingness to learn the ins and outs of internal systems and workflows.
- Great communication skills (written/verbal)

What we can offer you:

This is a full-time, permanent role. Your working hours will be Monday to Friday 9:00am – 5:30pm, 40 hours per week.

- Competitive salary
- Full training will be provided.

About Fortus

We are Fortus.

We're incredibly proud to be Europe's fastest-growing security distributor, and we're just getting started! Our branch network now stretches across the UK, Ireland, and the Netherlands.

We provide high value add solutions to our installation partners across our CCTV, Fire, Access, Intruder, Gate Automation and Monitoring divisions.

We are Fortus. We're here to change the game.

Future. Secure.