

Redfaire is Recruiting an Operations Team Lead

Redfaire is a fast-growing, international technology company with operations in the UK and Ireland. We implement and manage Oracle ERP (JD Edwards) on Oracle Cloud infrastructure as well as developing our Owned IP for cross selling to the same base of customers.

Redfaire provides consulting services, managed services and cloud infrastructure services with a specific focus on Oracle Cloud to a diverse range of clients and geographical locations.

Role Description:

Working with the Technical Service Delivery Manager, the Operations Team Leader will be responsible for the development, organisation, and support of the Operations team. They will support all elements of operational excellence in addition to interacting with internal and external customers for onboarding, issue resolution and process improvements.

Responsibilities:

- Manage the Operations team across areas of scheduling and roster management (across 24/7), performance and development, CIP programmes, recruitment etc...
- Providing hands on support to the technical operations function as required.
- Liaise with support consultants and other internal departments including the CNC, functional support, development team and Cloud9
- Drive Operational Excellence by ensuring the right processes are being utilized in the right manner and proactively working to resolve operational difficulties.
- Project Management including involvement in plan, design and execution of new Operational processes in support of new customers and process improvements
- Reporting and analysis to support achievement of SLAs, cost management and process improvements.

Qualifications:

- Relevant 3rd level qualification or equivalent.
- 3+ years of JDE / CNC experience with JD Edwards EnterpriseOne as a distinct advantage.
- Have demonstrated leadership qualities: honesty, commitment, empathy, innovative, empowerment, communicator, accountability etc.
- Excellent communication skills, both verbal & written.
- Excellent working knowledge of the JD Edwards EnterpriseOne technical products – CNC, JD Edwards Tools.
- Good working knowledge of the operating systems (Linux, Windows), networking, communications functionality and Oracle Database
- Ability to work independently under one's own initiative whilst being part of a team.
- Proven ability to be adaptable and to respond to constantly changing demands.
- Ability to work under pressure & to prioritize.
- Recognise the importance of customer service and strive to deliver high standards.

Details:

- Job: Operations Consultant Team Lead
- Type: Full-time, Permanent position
- Shift: Days - Mon-Friday
- Location: Redfaire Shared Service Centre, Limerick, Ireland

Applications:

Please send your CV to careers@redfaire.com