

# Position Description

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|---------------------------|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <b>Position Title:</b>    | <b>Epicor Support Specialist</b>                                                                            |                                                                                         |
| <b>Reports to:</b>        | TBC                                                                                                         |                                                                                         |
| <b>Direct Reports:</b>    | N/A                                                                                                         |                                                                                         |
| <b>Full/Part time:</b>    | Contract Position                                                                                           |                                                                                         |
| <b>Location:</b>          | Head Office, 62 Ascot Road                                                                                  |                                                                                         |
| <b>Key Relationships:</b> | <ul style="list-style-type: none"><li>▪ Abodo Whanau specifically Sales, ops and production teams</li></ul> | <ul style="list-style-type: none"><li>▪ Key suppliers</li><li>▪ Key customers</li></ul> |

## Main Purpose (Summary)

The Epicor Kinetic Functional Support Specialist is responsible for supporting, maintaining, and improving Abodo's Epicor's Kinetic cloud based ERP environment. This role partners closely with the business to ensure the system's functionality is used to evolving optimise business processes and deliver new capability.

Acting as a trusted advisor, the role identifies opportunities to use the functionality to, drives refinements to improve performance and user experience, and delivers customisation solutions that support operational efficiency and business growth.

## What you will do (Key accountabilities and tasks)

On a day-to-day basis, the role will:

### Epicor Support & System Management

- Provide day-to-day support for Epicor Kinetic, including troubleshooting system issues and resolving user queries
- Monitor system performance and ensure stability, reliability, and data integrity
- Support system upgrades, patches, and releases with minimal business disruption

### Customisation, Development and Configuration

- Design, develop, and maintain Epicor customisations, configurations, and enhancements
- Work with stakeholders to gather requirements and translate them into practical system solutions
- Ensure all custom developments align with best practice and system scalability

### Continuous Improvement & Optimisation

- Identify opportunities to refine and improve business processes using Epicor
- Optimise workflows, reporting, and system utilisation across the business
- Drive continuous improvement initiatives that enhance efficiency and reduce manual work

### Advisory & Stakeholder Engagement

- Act as a key advisor to the business on Epicor capability, functionality, and development opportunities
- Partner with teams to align Core Epicor functionality, improvements, operational needs and strategic priorities
- Provide guidance on best practice system usage and process design

### Documentation & User Support

- Maintain accurate and up to date -documentation of system configurations, customisations, and processes
- Provide training and support to users to improve adoption and capability
- Develop user guides and support materials where required

## What you will bring – (Technical and role related experience)

- Strong experience in more than one Epicor Kinetic modules across sale, planning and scheduling, manufacturing, supply chain and finance is preferable
- Proven experience using Epicor's development tools (Automation Studio, ECM, etc.) to deliver process automation, EDI and workflow
- Ability to analyse, refine, and improve business processes through system capability
- Strong problem-solving and troubleshooting skills





- Experience working with stakeholders to deliver system improvements
- Strong communication skills, with the ability to translate technical concepts into business terms
- Experience in manufacturing, supply chain, or ERP-driven environments preferred

## What is important to us - (Our Values)

Our Values are about why and how we do things and how they form the foundation of our culture.

### Take Pride

We don't take chances. We will ensure we are a reliable supplier of carefully crafted products and services

### Solve Problems

We provide solutions to our customers' problems and our own internal problems with a spirit of innovation.

### Propel Change

Our impact is to make a difference. We go beyond sustainability in the way we work. We leave things better than where we found them

### Champion People

Our solid bond helps to create a Better Tomorrow for everyone. Be there for your team, show up and own your role. Be bold, share your voice.

The duties contained in this Position Description may be modified and updated by the Employer from time-to-time following agreement with the Employee. This above information is intended to describe the general nature and level of work being performed and therefore does not imply that the duties/skills listed are the only duties/skills to be performed by the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

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| PD Created:             |  | PD Last updated:                |  |
| Manager:<br>(Signature) |  | Position Holder:<br>(Signature) |  |
| Updated by:             |  |                                 |  |