



## Application Administrator Pentagon Hoofddorp

### About Fokker Services Group

Aftermarket integrator with design, production, maintenance and airworthiness expertise and experience, where commercial and defense operators around the world rely on, for their continued competitive operation of their fleet. Unique independent competence for comprehensive single source solutions with a global presence, with facilities in Europe, Asia and the Americas.

### Working With Us

What is the height of your ambition? Ours starts at roughly 30,000 feet and climbs from there. Few people know what it feels like to set their work in the sky. Others may have a hard time relating but your colleagues understand that when your work takes flight, so do you. Which is why our team leaders are so driven to support the development of your maximum potential. Together, your work will mix renewal with innovation, reinvention and repair to create tailored solutions that soar. Your entrepreneurial spirit will be given the space to maneuver, working with a team that is as open, transparent and engaged as you are. With Fokker Services Group, every action you take has a meaningful impact on a customer's success. It's this total combination, and the strength of the relationships formed through a shared dedication, that keeps hardworking talent here for 20, 30 plus years. Time enough to reach the height of your ambition, and discover what lies beyond.

To support our primary business processes the ICT department has an open vacancy for a Functional Application Administrator with focus on the Pentagon 2000 application.

### The position

As a Functional Application Administrator you will be primarily responsible for sustaining the functionality delivered by the Pentagon 2000 system in use within Fokker Services Group. Your goal is to achieve maximum support of the business processes of Fokker Services Group and monitor correct use of the Pentagon system. You will be the main point of contact for questions as well as the intermediary between users, key-users and external IT-vendors.

### Your responsibilities

- Administrate, maintain and evaluate the ERP applications in order to guarantee high availability of the system(s);
- inform, instruct and train individual users and/or groups to guarantee and optimize efficient use of the system(s);
- gather, administrate and analyze functional changes and/or additional wishes of the user community;
- act as an intermediate between the Fokker Services organization and the 3<sup>rd</sup> line ICT support by external vendors, in order to develop and control functional changes to the system(s);
- create, develop and maintain system procedures and instructions;
- participate in workgroups regarding system –analysis, -optimization, -development –migration and archiving;
- responsible for timely and correct delivery of data, to be used for internal- and external audits, financial issues etc. (f.i. SQL reporting);
- you will stay up to date with the latest standards, systems and protocols.



## Your profile

### Essential

- HBO / Bachelor level;
- a thorough understanding of complex IT systems;
- minimum of 3 years' experience in ICT (Maintaining and Evaluating ERP administrating processes by ITILL standards);
- excellent knowledge and experience with SQL and MS Server OS;
- excellent proficiency in spoken and written communication skills;
- ability to quickly understand complex issues;
- fluency in English, both written and verbally;
- able to work independently and in a team;
- flexible and stress resistant;
- takes the initiative when opportunities are presented;
- problem solver, a can do mentality with an emphasis on quality.

### Desirable

- MRO knowledge and experience in the aviation industry;
- Pentagon 2000 application experience,

### Location

This position is based in Hoofddorp. Travel to our sites in Schiphol and Hoogerheide can be required as well.

### What do we offer?

The CAO Metalelektro applies. This consists out of the following:

- A competitive salary;
- when working fulltime (40 hours), you have 29 days of leave and 13 ADV days per year;
- career opportunities;
- a lot of professional, personal growth and freedom.

### How to apply?

This position is open internally and externally. You can send your cover letter and resume to Milco Hendrix, ICT Manager, [Milco.Hendrix@fokkertechniek.com](mailto:Milco.Hendrix@fokkertechniek.com).