

Job Title	Consultant 1 – BI (Power Automate)	Job Family	ZCS
Grade	Level 2	Reports to	Dy Manager - BI
Location	Kochi (Hybrid)	Team Size	Direct – 0 Indirect reports - 0

About the role:

At Zellis, we have big ambitions and our Services division is at the heart of them. A key part of this ambition is the growth of its Data, Analytics and Automation Consulting practice, which has created an exciting opportunity for a dedicated and ambitious consultant who is passionate about developing automated solutions for customers.

You'll be a key member of a proactive team delivering customer funded consultancy and projects focussed on system integrations and automation for Payroll and HR solutions.

The Support Analyst will be responsible for engaging with clients providing technical support and advice for Power Automate solutions, integrations, and associated applications. They will work directly with customers to troubleshoot issues, advise on best practice, support configuration changes, assist with connector setup, testing activities and provide live support sessions where customers demonstrate their automation flows and business processes.

The role combines customer support, solution maintenance and small-scale enhancements to ensuring excellent customer experience and service quality with Zellis solutions and services.

Role Accountabilities and responsibilities:

Customer Support

- Act as the primary point of contact for customers, for Zellis built Power Automate and Integration solutions (e.g. APIs):
 - Provide advice and guidance, troubleshooting and triage of incidents.
 - Review and deliver small change and enhancement requests
 - Conduct live support sessions with customers via Teams
 - Providing unit and end to end testing support
 - Support with regular solution maintenance activities or routines
 - Support customers through solution setup, upgrade and migration journeys
- Create and maintain solution documentation and knowledge articles.
- Investigate system, connector and integration-related problems and recommend solutions.
- Support release and deployment activities for approved changes.
- Work with consultants and technical specialists to resolve more complex issues.

Key skills and experience

- Strong hands-on experience with Microsoft Power Platform, particularly:
 - Power Automate (Cloud and Desktop Flows)

- Power Apps
- APIs
- Dataverse
- Power Platform Connectors
- Experience supporting business applications or managed services.
- Hands-on exposure to Microsoft Power Platform, particularly Power Automate.
- Understanding of APIs, integrations and connectors.
- Understanding of change management and release processes.
- Experience producing support and technical documentation.

Desirable Skills

- Experience with HR, Payroll, Workforce Management or Workday applications.
- Power Automate certifications.
- Exposure to Azure Logic Apps or integration technologies.
- Experience with Power BI.
- Experience with ServiceNow or similar ticketing systems.

Special Circumstances / Other Requirements e.g. travel requirements, working arrangements etc

This role may on occasion require flexible working hours compatible with UK in order to meet some critical delivery timescales.

About Zellis

Zellis is the leading provider of AI Enabled, payroll Payroll, WFM, and HR solutions for the UK and Ireland.

Zellis Group consists of four companies - Zellis, Moorepay, Hastee and Benefex - who provide services to different customers and have the autonomy to design and deliver products to meet their unique needs. We are three distinct and successful businesses, but there is power as a group.

Our overall purpose is to *power exceptional employee experiences so you and your people do better.*

Our history

We have over 50 years of heritage and industry experience – and we’ve been ahead of the curve throughout.

More than half a century ago, we were founded as Peterborough Data Processing. Quite a lot has changed since then – not least our name.

We were acquired by Northgate, becoming NorthgateArinso in 2007 and NGA Human Resources UK and Ireland in 2014, where we were joined by Moorepay. In 2018, the UK and Ireland division was sold to Bain Capital and now we operate as a standalone company.

After acquiring Benefex, we’re now even better equipped to serve the complex needs of our customers.

In September 2020 we launched Zellis HCM Cloud, the exciting next evolution of ResourceLink, our flagship payroll and HR solution.

We're proud of our culture

At Zellis we work hard to create a culture where people want to join, belong to, and be part of a progressive organisation. We're committed to recruiting and retaining a diverse and inclusive workforce that is representative of the customers we serve and the communities we operate in.

Our values, which were defined with input from all of our 2,000 colleagues, are not empty words on a poster. They reflect who we are, and how we operate as a business.

			
Unstoppable together	Always learning	Make it count	Think scale
We are inclusive , celebrate differences and work together to achieve exceptional results.	We build expertise in ourselves and others, always looking for better ways .	We are accountable for what we do and the impact we have .	We build for the future , creating repeatable , simple and scalable solutions.