



## Business Central Support Specialist

As a Business Central Support Specialist, you play a key role in keeping our Microsoft Dynamics 365 Business Central environment running smoothly across multiple international locations. You provide hands-on functional and technical support to end users, ensure system stability in a highly customised setup, and act as a trusted link between business users and technical teams.

This is a remote-first role within Europe, with limited travel (below 10%), offering the opportunity to work in an international, fast-changing environment where your expertise directly supports day-to-day business operations. The role is primarily focused on operational support, issue analysis, and continuous improvement of system usage and documentation.

### What defines this job?

- You provide 1st and 2nd level support for Microsoft Dynamics 365 Business Central via a ticketing system, supporting users across departments and plants worldwide.
- You act as a functional bridge between end users and technical teams, translating business questions and issues into clear technical input.
- You analyse and resolve incidents in a highly customised BC environment, distinguishing between standard functionality, custom extensions, integrations, and process or user-related issues.
- You manage user access and permissions, including account creation, permission sets, periodic access reviews, and compliance checks.
- You monitor, prioritize, and resolve support tickets within agreed SLAs, escalating to consultants or developers when deeper technical expertise is needed.
- You support the maintenance, monitoring, testing, and validation of custom extensions, add-ons, updates, and developments to ensure system stability.
- You document recurring issues, solutions, and system behaviour, contributing to continuous improvement of internal documentation and system usage.

### What do we offer?

Unleashing potential is at the core of our approach. We provide a dynamic environment that opens doors to both international and local growth opportunities, helping you reach your full potential. Here's what you can expect from being part of our team:

- A full-time position, with limited travel requirements.
- An international working environment, collaborating with colleagues across Finance, Operations, Production, Procurement, and Logistics.
- Exposure to a complex and highly customised ERP landscape, offering continuous learning and professional growth.
- Close collaboration with internal IT teams as well as external consultants and developers.
- A role with real impact, where your work directly improves system reliability, user experience, and operational efficiency.

### What do we ask?

- You have a relevant education in IT, Business, or a related field.
- You bring 3–4 years of experience supporting Microsoft Dynamics 365 Business Central and working with ticketing systems.
- You have solid functional ERP knowledge, preferably in the Finance and/or Purchasing modules.
- You communicate clearly and confidently with both technical and non-technical stakeholders.
- You are analytical, structured, and service-oriented, with a proactive and curious mindset and strong attention to detail.
- You are fluent in English; an additional European language is a plus.

### Interested in this job?

Please send your resume by email to Sjuul Krebbers, HR Assistant, [Sjuul.Krebbers@ionbond.com](mailto:Sjuul.Krebbers@ionbond.com)

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