

Job Posting – Software Support Analyst – Finance



General Description

For over 25 years **SRB Education Solutions Inc.** has delivered a growing range of software to meet the administrative needs of the North American K-12 education sector.

We are seeking to fill the position of **Software Support Analyst – Intermediate** for our **Finance** application. This is a full time, home-based, term position, providing maternity leave coverage for a **period of one year** with an approximate start date of **May 1st, 2012**. We will welcome applications from candidates that have experience in Finance, HR and Payroll. Preference will be given to candidates in Western Canada.

This position reports to the Client Services Manager, as a member of the Support & Services Team providing dedicated support and training to our clients.

Duties & Responsibilities

Primary Responsibilities

- Maintains experienced knowledge of SRB software modules; Responds to level 1 and 2 software support calls from clients, carry out detailed problem definition, critical analysis and research to identify the source and nature of the problem; Replicate/analyze client issues and provide resolution or detailed suggestions for each service.
- Presents the solution to the client or effectively transfers service request to the SSA or product developer.
- Act as an escalation point on Level 1 and 2 issues.
- Assigns proper priority, call type, product and product version to all Services requests; assign service request to the appropriate person if required. Liaise with clients and other SRB teams to resolve client issues.
- Maintains proficiency in all aspects of the CRM; documenting client interaction by extraction of information and logging detailed documentation on problem solution.
- Conducts remote training sessions with customers as requested.
- Promote additional add-on products and service to clients. Seeks service opportunities.
- Maintains proficiency in tools (i.e. ConnectWise, WebEx, Telnet, etc.) to enable access to client databases and applications to provide remote-support services.
- Complete timesheets; ensure proper entry and allocation of time to ensure accurate time entry reporting and billing to clients.
- Write, edit and maintain products documentation, such as Product manuals client communication/checklists, setup guides, and FAQ's.
- Provide assistance in the research and development of SRB's products with respect to enhancements and/or improvement of existing modules; Test new features and fixes added to the software. QA packaging of releases and patches.
- Identify potential services opportunities that could be delivered by the Consulting Services Team, and report it to the Customer Support Manager; and place a service request with detailed information in the CRM.
- Attend User's Group conferences; prepare and delivery oral presentations.

Secondary Responsibilities

- Attend and participate in team meetings and ad-hoc status meetings as required or directed from time to time.
- Work on special projects as needed; other related duties as assigned.
- Provide internal training to support and service team members.

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Skills Required

- Previous experience with SRB's Product Suite.
- An understanding of the technical platforms used by K-12 clients (networks and hardware configurations).
- Basic understanding of ERP systems.
- Experience with VMS applications.
- Highly motivated and client-oriented.
- Strong problem solving and analytical skills; Ability to work calmly under pressure.
- Ability to multi-task and prioritize; Proven record of meeting tight deadlines.
- Strong team player with positive attitude.
- Outstanding interpersonal skills.
- Results and detail oriented. Superior diagnostic, troubleshooting, service skills.
- Excellent communication skills (oral, written and group presentation skills).
- Self-motivated, results-oriented individual with a high degree of energy and competitiveness.
- Strong attention to accuracy and detail.
- Enthusiasm and discipline for working in a remote environment.
- Professional manner, balanced with ethical behavior and judgment.
- Excellent spoken and written English.
- Valid driver's license with proof of insurability.

Education & Experience Required

- Experience with ERP applications, specifically Finance modules.
- Education/Finance sector background an asset.
- Certification or work experience in Software Support desired.

To Apply for this Position

Send your resume via email to:

Resumes@srb-es.com

SRB Education Solutions Inc. – *A member of StarDyne Technologies*

For additional company information, please visit the following website:

www.srbeducationsolutions.com