



## ERP Software Support Technician

Serenic Software develops and delivers comprehensive, mission-critical Cloud and On-Premise ERP solutions for public service organizations including: K-12 school districts/boards, public sector, nonprofits (NPO), and international non-governmental organizations (NGO). Serenic also provides the #1 payroll and human resources software add-on for use with Microsoft Dynamics® 365 Business Central (formerly NAV) across many industries. Serenic is a Gold ERP and ISV vendor and a development partner for Microsoft.

Serenic Software is looking for a full-time customer Support Technician, who will be responsible for delivering a high level of quality service to our clients by performing advanced trouble shooting and analysis to determine an appropriate resolution and then providing the end user with the required level of assistance to perform the necessary steps for resolution.

### Key Responsibilities:

- Diagnosing and troubleshooting a full spectrum of support cases across all elements of an ERP (i.e., General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Cash Management, Grant Management, Deposits & Loans, Payroll, etc.) to determine an appropriate resolution.
- Providing resolution assistance that may include, but is not limited to, training, software configuration changes, transaction and/or data cleanup, submission of an SCR to the Product Development team, a submission of a Work Order Request to the Client Services team.
- Ensuring all tickets are updated with pertinent information and notes in a professional, comprehensive, and timely manner.
- Responding to customer requests for assistance in a timely manner that meets or exceeds the expected service level agreement for initial contact and resolution.
- Balancing and prioritizing activities to allow for taking new support cases out of the queue while continuing to work on existing open support cases assigned to you.
- Maintaining high levels of customer satisfaction and retention through proactive communication, management of client activity, and using good judgement in determining when to collaborate with a coworker and when to escalate a case.
- Demonstrating respect and regard for the dignity of all customers, vendors, and coworkers to ensure a professional, responsible, and courteous environment.
- Collaborating with coworkers through Teams, email, and phone calls to share knowledge, request assistance, and provide input to improve our ability to service the customers.
- Conducting quality assurance for application changes, software fixes and updates.
- Supporting the User Education team by providing content to be added or edited in the Serenic Knowledge Center.

## Qualifications (by category):

### Client Focus:

- Proven skills to quickly gather the facts and troubleshoot the case in order to diagnose the cause and then identify solution(s).
- Strong customer service skills, including focusing on the customer's issue in a fast-paced environment.
- Capable of being empathetic and respectful towards client needs.
- Excellent interpersonal and communication skills.
- Ability to ascertain root cause of issue and provide relevant solutions.

### Computer Knowledge/Skills:

- Proficiency using computers and Excel and some experience using helpdesk or support ticketing software is required.
- Some basic knowledge and experience with relational database or SQL desired.
- Strong analytical and problem-solving skills.
- Organized, detail-oriented, and able to multi-task.
- Takes initiative to research software related inquiries/problems and determine the best applicable resolution.
- Willingness to independently and continuously improve technical knowledge.

### Communication Skills:

- Ability to provide clear and precise information in both written and verbal communications.
- Demonstrated ability to maintain a positive, professional attitude.
- Ability to clearly articulate back to the customer what you heard them describe as their issue.
- Ability to work both independently and in a team environment.
- Maintain composure under pressure in a fast paced, deadline driven environment.
- Ability to be flexible, versatile and adaptable in day-to-day activities; reacting to change efficiently and effectively

### General Criteria:

- BS in Accounting, IT, other related field, or equivalent experience
- Basic Accounting knowledge and/or Accounting software background, ideally in Dynamics NAV
- Software support and/or testing experience
- Experience working in a remote office/location (i.e.: Home office)

Serenic Software is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Please send your resume to [hire@serenic.com](mailto:hire@serenic.com)