

## ***ERP Support Analyst***

***Other search words: programmer, customer service, application developer, systems analyst***

EXEControl Global Solutions is seeking bright, conscientious candidates to join our highly-regarded software support team. Candidates should have exceptional customer service skills combined with business knowledge and programming literacy. Experience with our software and programming techniques is not required. Instead, the candidate must have a desire and ability to learn along with a foundation of general business and programming concepts.

EXEControl Global Solutions has been providing software solutions for the past 50 years. We are a privately held corporation with all software support performed in our Clifton Park, New York headquarters. Our diverse software products serve manufacturing, retail, distribution, and other industries across North America. This gives the support analyst a varied and interesting work environment. More information about EXEControl Global Solutions can be found at [www.execontrol.com](http://www.execontrol.com).

The chosen candidate will enhance their business process skills in order processing, sales analysis, job costing, distribution, procurement, accounting, and more. They will also learn best programming practices and techniques, database management and user interface design. EXEControl Global Solutions has a long-term relationship with APICS and other industry groups which provides opportunities for employees to develop their professional skills. Employees are also encouraged to participate in our user conference to hone their presentation and training skills.

### **Position Responsibilities:**

- Collaborating with clients, including being first line support
- Analyzing clients' existing systems to provide procedural and software solutions
- Reviewing custom and standard software code
- Correcting data issues manually and programmatically
- Providing client instruction

### **Qualifications:**

- Service orientation – Enjoys helping people
- Ability to learn – Learn how the software works, how the client uses it, how the database works, how the programming languages work. On-the-job training is provided.
- Great communication – Clear verbal and written communication is required
- Multitask – Ability to handle interruptions inherent to support
- Follow-through – Ensure issues are brought to resolution
- Critical thinking – Determining root cause of complex problems and determine the best solution

### **Preferred:**

- Basic understanding of business operations
- Ability to communicate effectively and support client processes
- Proficient in software development – Experience in coding software solutions in a database environment

Candidates are not required to have mastery in any software languages used at EXEControl Global Solutions. Candidates should have confidence in their ability to learn new languages. Currently EXEControl Global Solutions primarily uses PICK Basic (a database language used with multi-valued database applications) and Visual Basic.Net.

This is a permanent full-time position. The hours are Monday-Friday 8AM-5PM. Salary is negotiable, based on experience.



Your Software &  
Technology Partner

This is a great opportunity to be part of an industry-leading team with a rewarding and challenging work environment. EXEControl Global Solutions provides a competitive compensation and benefits package including Medical, Dental, Paid Time Off, and an IRA with a company-sponsored match. Come join a dynamic team with a focus on helping clients and our community.

Please submit resumes and cover letters to:

Email: [personnel@execontrol.com](mailto:personnel@execontrol.com) (Please include "ERP Support Analyst Position" in subject line)

Fax: 518-688-8781

**This contractor and subcontractor shall abide by the requirements of 41 CFR 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.**

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