ERP Support Analyst/Programmer

Other search words: software programmer, software support, application developer, application analyst, systems analyst

EXEControl Global Solutions is currently seeking candidates for an ERP support analyst position. Our diverse software products serve a wide customer base. This gives the support analyst a varied and interesting work environment. The primary role of the position is helping customers by answering questions, researching programming, explaining processes and performing data analysis. On-the-job training will be provided. The candidate must have a desire and ability to learn along with a positive customer service attitude.

EXEControl Global Solutions has been providing software solutions throughout North America for the past 45+ years. We are a privately held corporation with all software development performed in our Clifton Park, New York headquarters. More information about EXEControl Global Solutions can be found at www.execontrol.com.

The chosen candidate will receive the opportunity to enhance their business process skills in areas such as order processing, sales analysis, job costing, distribution, procurement, accounting and more. They will also add to their knowledge of 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 users conferences to hone their presentation and training skills.

Position Responsibilities:
- Collaborating with clients, including being first line support
- Analyzing clients' existing systems (involves reviewing programs and documentation) to provide procedural and software modification solutions
- Correcting data issues manually and programmatically
- Providing training
- Programming new applications
- Modifying existing logic
- Developing procedures

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
- Great communication – Clear verbal and written communication is required
- Multitask – Ability to switch between multiple tasks
- Follow-through - Ensures that the issue is brought to resolution
- Troubleshooting skills – Determining root cause of issues and how to resolve
- Critical Thinking – Reasoning through complex problems to determine the best approach

Preferred:
- Understanding of business operations – Basic understanding of business operations is useful since EXEControl is an integrated business software package
- Proficient in software development – mastery in writing/coding software solutions
- Degree in computer science or comparative work experience in a programming position; no specific programming language required

Candidates are not required to have mastery in any software languages used at EXEControl Global Solutions, the candidate 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 position is a permanent role located in the New York Capital Region. The hours are full-time Monday-Friday 8AM-5PM. Salary is negotiable, based on experience.

This position offers a great opportunity to work within an industry leader who offers a rewarding and challenging work environment, and a great 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 (Please include title in subject line)
Fax: 518-688-8781

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2