Software Technical Support Officer – Full-time Position

Elynx Pty Ltd is a progressive and innovative software company developing leading livestock management and feeding solutions for Australian and international producers for over twenty years. Its client base includes a high proportion of Australia's large beef producers and many smaller operations. Software produced by Elynx covers the production chain from breeding through to feedlot exit and includes products that long ago set the industry benchmark for excellence.

Elynx's Feedlot Software Suite includes 'FY3000', 'StockaID', 'StockaID Hospital', 'FeedBunk3000', 'WeighBridge3000' and 'BMS' (Bunk Management System). In recent years, Elynx has also released 'StockMate', which is becoming the new standard for producers on stations, grazing, and backgrounding properties around the country.

Working for Elynx…

Elynx has a focused, professional and cohesive team of software developers, testers and technical support staff. Many staff work from Toowoomba on the Darling Downs, and others based in locations extending from Queensland, into NSW and Victoria and across to Western Australia. Elynx is a generous employer, and staff enjoy excellent conditions and entitlements. The company has a nationwide reputation for timely, high-quality service and support.

The available position relates to technical support, particularly to feedlot clients in the first instance and, later, those involved in more 'extensive' production.

The successful applicant will preferably:

- be an experienced and skilled user of FY3000, StockaID and related feedlot management software,
- be proficient in the use of Microsoft Office Products,
- have an interest in and enjoy working with new technology,
- have an understanding of livestock feeding, management processes and workflows,
- be seeking full-time employment,
- be an effective communicator in written and oral modes,
- have a proven track record as a team player,
- can adapt to change and work independently,
- be a problem solver and enjoy helping clients to reach a positive outcome,
- be able to work under pressure and within timelines nominated in service level agreements,
- possess strong interpersonal skills and have a reputation for honesty and ethical dealing.

Responsibilities include:

- Provision of electronic support for the product set via remote desktop tools, email and client call back as required.
- Product installations and training (including on-site work as required)
- Provision of solutions to technical issues of varying complexity.
- Generation and publishing of Software release notes, User Guides and Help resources.
- Product defect verification and review as needed.
- The generation of software customisation documents and feature specifications.

- Close collaboration with other support agents, software engineering and services team members to help resolve cases.
- Testing of new software features and functions, bug fixes, and new releases.
- Maintenance and expansion of product knowledge and technical skills.
- Participation in trade shows, product demonstrations and office and field-based training as required.
- Participation in the "On-Call" roster to assist clients out of hours with emergent situations.

Elynx will provide further training to the successful applicant to assist them with their new role to complement their existing skills.

Ideally, the applicant would live in South East, Queensland and be prepared to spend some time as required in the Toowoomba Office; however, consideration would be given to candidates who have the required skills but live-in other areas within Australia.

The Package to be negotiated will be reflective of the experience, skills, and aptitude of the applicant.

Phone +61 7 4659 6000 for further detail or email your application to admin@elynx.com.au

apply online.