

---

## Software Technical Support Officer - **Position Vacant.**

### **FY3000, StockaID and related livestock management software**

eLynx is currently seeking a highly experienced, expert user of FY3000, StockaID and related feedlot and livestock management software to join our Software Technical Support Team **as a full-time employee.**

Applicants:

- are likely to have had a minimum of four years' experience in the feedlot industry;
- will be highly skilled in the use of eLynx's core programs
- will understand feedlot processes
- have strong work ethic and positive attitude
- must understand the importance of great teamwork
- should be observant with attention to detail, with an ability to communicate effectively under pressure
- be able to adapt readily to change and adopt new approaches.

It is quite possible that applicants may have had management experience and/or hold relevant industry or tertiary qualifications

**The successful candidate will have proven to the satisfaction of the selection panel that he or she is an effective communicator in oral and written modes. Effective literacy skills are essential to the position.**

eLynx has been delivering livestock software solutions across the country for over twenty years and is currently in a strong growth phase. The software technical support team is a cohesive, professional and innovative group. They liaise closely with programming teams and administration staff and need to be able to work independently with minimal supervision.

The role involves the provision of technical support to eLynx clients using one or more applications from the eLynx software suite. In addition to training clients in the use of the software, the successful candidate will setup and install eLynx software on client systems; respond to technical queries and contribute to the ongoing development of eLynx software applications.

Most technical support is provided remotely via telephone or via internet connections. At times the successful candidate will be required to undertake on-site work in remote and semi-remote locations and to participate in industry Trade Shows, conferences and opportunities for their own professional development. The position does involve some travel but reasonable notice of the requirement is provided to team members.

Preference will be given to applicants:

- with proven problem-solving capacity and the ability to think logically
- who have a demonstrated capacity to resolve software issues and clearly communicate detail related to both problems and solutions,
- possessing detailed knowledge of livestock feeding and management processes, reporting and data gathering requirements.
- prepared to offer a measure of flexibility with regard the timing of work hours. Note that:

- 
- Elynx technical support staff support livestock companies located across different national time zones.
  - The successful candidate must be prepared
    - to work hours as assigned by the Support Operations Manager between 7:00am and 6:00pm on work days.
    - be 'on-call' for a reasonable share of weekends and public holidays each year. (Note that an 'on-call' allowance is paid and work outside of normal business hours is remunerated at levels prescribed by Fair Work Australia).

The company is progressive, committed to ethical dealing and quality service and is generous to employees.

The applicant must be honest, reliable and socially adept. Ideally the applicant would be prepared to relocate to Toowoomba, Queensland, however consideration would be given to candidates who have the required skills but are unable to relocate.

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

Phone +61 7 4659 6000 or email [admin@elynx.com.au](mailto:admin@elynx.com.au) for further detail or [apply online](#).