



Customer Support Officer

The Customer Support Officer will join our support team specialising in the Animal Livestock Management systems, primarily our producer platform, Stockbook.

As part of the Support Team, you will be responsible for providing high quality and efficient service and support to customers through daily interaction via telephone, email and screen sharing. This involves understanding product features and functionality, interpreting customer questions and complaints, performing software installations and migrations, constructing solutions, providing training, communicating effectively and a high attention to providing great customer experience.

We are looking for people with a mix of technical and interpersonal skills that can turn their hand to different challenges according to the changing needs of the business.

Ideally the successful candidate will have

- Have a solid understanding of, and be interested in, the technology environment including software solutions, hosted environments, database management, networking, and hardware configuration,
- Have demonstrated experience with using office systems such as Microsoft Office or related business process systems such as Customer Relationship Management.
- Strong communication skills in all areas, especially in phone manner and email correspondence
- Good relationship-building skills
- Strong analytical, problem-solving skills
- Ability to quickly pick up and understand new technology and custom software solutions
- Good personal organisation and time-management
- Ability to work both independently and as part of a team
- Experience or knowledge of the cattle and sheep livestock or saleyard industries is highly desirable.

Who we are

Outcross Systems is the leading provider of data management and technology solutions for the livestock industry in Australia. We serve more than 120 saleyard clients and 350 agency offices across the country, as well as a wide client base using our producer software, Stockbook.

Our software helps manage the end-to-end data collection and transaction management involved in one of Australia's most significant agricultural industry sectors.

Outcross Systems serves customers nationwide from our headquarters in Armidale with locations in Bathurst, NSW and in Brisbane, QLD.

We are a friendly, sociable group and strive for excellence and delivery on our commitments to our valued clients. This is an exciting opportunity to step into a market leading business and grow with it in our next phase of development.

How to apply

Send applications, or requests for further information to - mark.b@outcrosssystems.com.au