Software Technical Support Officer

Join our innovative team at eLynx, a leading provider of cutting-edge software solutions in the livestock industry. We specialise in Feedlot Software for Feedlots of all sizes. We have established ourselves as industry leaders dedicated to excellence and customer satisfaction. As we continue to grow, we seek a talented software support technician to join our team as a full-time member and play a crucial role in providing exceptional technical support to our clients. The company is progressive, committed to ethical dealing and quality service, and generous to employees.

As a Software Support Technician at eLynx, you will diagnose and resolve technical issues for our software products. You will work closely with our customers to troubleshoot problems, provide guidance on software functionality, and ensure timely resolution of support tickets. This role offers an exciting opportunity to work with cutting-edge technology and make a meaningful impact on our clients' success.

Key Responsibilities:

- Provide customer first-line technical support via phone, email, and remote assistance tools.
- Troubleshoot software issues, identify root causes and implement effective solutions in a timely manner.
- Document support cases in our ticketing system, including issue details, troubleshooting steps, and resolutions.
- Collaborate with our development team to escalate complex issues and provide feedback for product improvement.
- Work with our clients and our development team to add new features to our existing suite of applications.
- Assist in the creation and maintenance of knowledgebase articles and support documentation.
- Proactively communicate with customers to provide updates on the status of their support tickets and ensure satisfaction.
- Participate in training sessions and industry trade shows as required to stay current on product features, enhancements, and best practices.
- Install and configure software on client systems.
- Participate in onsite implementations and/or training as the requirement arises.
- Participate in the 'OnCall' roster to provide out-of-hours client support. eLynx's standard business hours are 8:30 a.m. to 5 p.m., Monday through Friday, and the OnCall person is remunerated for work outside those times.

Qualifications:

- Proven experience in a feedlot environment, preferably three years minimum, having actively used the eLynx software range.

- Strong troubleshooting and problem-solving skills, with the ability to analyse complex issues and propose effective solutions.
- Excellent verbal and written communication skills, with the ability to convey technical information to non-technical users.
- Customer-focused mindset with a passion for providing exceptional service and support.
- Ability to work independently and collaboratively in a fast-paced environment.
- Computer networking experience and device management would be looked at favourably but not a requirement for the position.
- Have a strong work ethic and a positive, can-do attitude
- Should be a logical thinker, observant, with attention to detail, and an ability to communicate effectively under pressure

Benefits:

- Competitive salary commensurate with experience
- Opportunities for professional development and career growth for the right applicant.
- Remote work options
- A supportive and inclusive work environment focusing on teamwork and collaboration.

Preference will be given to applicants who meet and address the qualification criteria in their application.

Our successful applicant must be honest, reliable, and socially adept. They will be looking for full-time employment; however, we will consider a part-time option for the right candidate.

The Package to be negotiated will reflect the applicant's experience, skills and aptitude.

Phone +61 7 4659 6000 or email admin@elynx.com.au for further details or apply online.