WE ARE HIRING

Software Technical Support Consultant

✓ **Work Remotely**

✓ **Help Desk and Software Support**

✓ **Full Time**

✓ **Salary: Negotiable based on experience; starting at $65k annually**

About eLynx

eLynx is a leading Livestock Management Software provider, offering software solutions for cattle breeding, growing, background and feedlot operations throughout Australia. We pride ourselves delivering software solutions that offer simple interfaces, powerful reporting, countless analytics, hard and software integrations, outstanding support and training for our clients. Our team not only builds software, it understands livestock production.

About the Role

Reporting to the Support Operations Manager, you will diagnose and resolve technical issues for our software products. Working closely with our clients to troubleshoot problems, you will provide help and guidance on software functionality, ensuring a timely resolution of support tickets.

Key Responsibilities

- Provide technical support to customers via phone, email and remote assistance tools.
- Troubleshoot software issues and implementing solutions in a timely manner
- Collaborate with our development team to escalate complex issues and add new features to our existing applications
- Assist in creating and maintaining support documentation
- Participate in the On Call roster to provide out of hours client support

APPLY TODAY

Call Us
07 4659 6000

Visit Our Website
www.elynx.com.au

eLYNX
LEADERS IN ANIMAL MANAGEMENT SYSTEMS

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Requirements:

- Experience within the feedlot / livestock environment, having actively used eLynx Software
- Strong trouble shooting and problem-solving skills
- Excellent communication and time management skills
- Ability to work independently and in a team environment

Who are we looking for?

To be successful in this role, you will have hands-on experience within the livestock industry and understand the benefit of excellent livestock management software. Ideally you have used eLynx software in your previous work positions.

We are seeking individuals who have a genuine interest in working with our clients to provide outstanding technical support and have excellent customer service and communication skills. This is a fantastic opportunity to join a team culture that is supportive, down to earth and family friendly.

Benefits when working us

- Competitive salary and annual performance and salary reviews
- Opportunities for professional development and career growth
- Work remotely

For further details please call **07 4659 6000** or Apply Today
by sending your **resume** and **cover letter** to: **admin@elynx.com.au**.

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