



**Position:** Support Analyst  
**Team:** Software Support  
**Location:** Brentwood, TN  
**Status:** Permanent, Full Time Position with Benefits (salary is based on experience)

EFC Systems has an immediate need for enthusiastic and talented individuals who are passionate about supporting our retail and wholesale business applications that are in use by our clients. As a member of our **Software Support** team, you will work closely with our external clients and internal team members to verify our software solutions are operational for our clients.

We are looking for individuals that have a positive attitude, are outgoing / energetic, tech-savvy, coachable and have excellent communication skills to support the needs of our clients as well as our internal initiatives. Prior experience supporting, training and/or implementing financial software solutions is required.

**Responsibilities/Requirements:**

- Perform research, testing and defect work order write up of support issues escalated from our Support Specialist team so that our Product Management team can receive input from development
- Provide training regarding features in new releases so the Support Specialist team
- Participate in regular client calls conducted by Product Managers regarding outstanding client issues and/or enhancements
- Assist with the process of transitioning a new client from our Implementation/Client Services team to our Software Support division
- Bachelor's degree preferred (Information Systems, Business Management, Accounting and/or Agriculture)
- Minimum one-year experience supporting, implementing or training retail/POS applications
- Well organized, attention to detail

**Our Mission:**

EFC Systems is based out of Brentwood, TN and delivers innovative software solutions throughout the entire Agribusiness supply chain. Merchant Ag, Vanguard Ag, AgSolver and FieldAlytics are our core software solutions that serve the needs of agriculture retailers and wholesalers nationwide with comprehensive features comprised of financial/accounting, agronomy, feed manufacturing, retail point-of-sale, wholesale distribution, grain contracting, field data management and conservation / sustainability initiatives.

**Benefits Include:** Competitive salary, casual dress code, 401k plan, medical, attractive paid time off accrual and a referral program.

**Next Steps:** Send a copy of your resume to [hr@efcsystems.com](mailto:hr@efcsystems.com) so that we may coordinate a brief introductory call to discuss our company, culture and rewarding career opportunities.

Learn more about our careers by visiting <http://www.efcsystems.com/index.php/join-the-team/>