



Opportunity: Software Support Specialist (Focused on Commodity & Grain Merchandising)
Team: Software Support
Location: Midwest
Status: Permanent, Full Time Position with Benefits (salary is based on experience)

EFC Systems is expanding our software support team and are seeking an enthusiastic and talented individual who is passionate about learning all aspects of our E.R.P. software to provide ongoing support for our Agribusiness clients. As a member of our Support Team, the **Support Specialist** will provide post implementation support services for clients using Merchant Ag. While foundational knowledge will be required in many areas of Merchant Ag, the ideal candidate will have background of Grain Merchandising, Grain Scale Operations, Grain Accounting and Feed Manufacturing. Prior experience implementing or supporting E.R.P software is preferred and knowledge of business applications and / or the agriculture supply chain industry is a plus.

Responsibilities/Requirements:

- Understanding of grain accounting and computer-based accounting concepts with a minimum of one-year application support experience
- Be or become a subject matter expert of our Commodity & Grain Merchandising module in order to fully support inquires from our customer users
- Create detailed documentation to define software defects and / or data requests that are submitted to the development team for resolution
- Enter and track all support activities in our CRM
- Positive attitude and strong analytical / problem solving abilities coupled with excellent verbal and written communication
- Bachelor's degree preferred (Ag, Information Systems, and/or Computer Science) and / or prior work experience as a Support Specialist or Technical Support Analyst • Well organized and attention to detail is a must

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 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 <https://www.efcsystems.com/careers/>.