

**Position:** Support Specialist  
**Team:** Support  
**Location:** Ames, IA  
**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:**

- Provide phone/remote and in person support for our retail/POS application is the initial focus (future growth opportunities to incorporate support for our wholesale solution as well)
- Document issues within application to update/resolve in future releases
- Excellent analytical, verbal and written communication, time management, and the ability to work independently and in a team
- Bachelor's degree preferred (Information Systems, Business Management, Accounting and/or Agriculture)
- Minimum one year experience supporting, implementing or training retail/POS applications
- Must have a great work ethic with a high level of integrity
- Well organized, attention to detail and a positive attitude are required in order to deliver a successful training session

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