

Support Analyst

We are a fast-growing company in search of a high energy Support Analyst. Primary functions include front-line primary technical support to end users for our software systems (e.g. NetSuite, DocuPeak), as well as assistance with Data Analytics and Reporting from these systems.

Responsibilities include:

- In person, phone, and email support for users of IT systems – NetSuite, DocuPeak (A/P Automation), Salesforce.com, MS Office
- Troubleshooting and resolution of IT system issues including coordination with external vendors
- Manage users and user roles/permissions in systems
- Assisting with Data Analytics using data warehouse and PowerBI
- Providing quality assurance of exported and imported data
- General reporting from single or multiple systems
- Troubleshooting of reporting and data analytics environment
- Training end users on new systems features and new reports/dashboards

Qualification:

- 2-3 years of hand-on experience working in end-user support and reporting
- Proficiency in Microsoft Office/Office 365 required
- Excellent communication skills – written and verbal
- Ability to prioritize projects and strong problem-solving skills
- Good research skills and attention to detail
- Familiarity with Microsoft PowerBI, or other analytics platform a plus
- Knowledge of NetSuite a plus