

**Innovative Systems is currently seeking applicants for a eLation Financials Support Specialist to join our talented team.**

**This position is located on-site in Mitchell, SD.**

*Remote work may be considered for the right candidate with eLation Financials experience.*

**When you are part of the eLation Financials team, you will:**

- Provide exceptional customer service, support, training, and data verification for our clients that use the software via various channels, including phone, email and a ticketing system from 8am to 5pm CST. Occasionally provide after-hours support, as needed.
- Lead software conversions independently, including data verification and assisting clients in configuration of the software to meet their business needs.
- Train clients on functionality within the software.
- Troubleshoot technical issues and provide step-by-step guidance for issue resolution.
- Understand clients' accounting processes and offer insights on utilizing the software for optimal results.
- Collaborate with the development team to escalate and prioritize complex technical issues.
- Document and track client interactions and resolutions in our ticketing system.
- Create support documentation, knowledge base articles and video tutorials.
- Travel both to Mitchell, SD and to our client sites.

**These are skills that we are looking for in our ideal candidate:**

- Bachelor's degree in accounting, Finance, Business or related field or equivalent experience.
- Having accounting or financial software experience and/or education will be critical to your success in this position. Strong foundational knowledge of accounting principles and practices.
- Basic to intermediate technical skills, with the ability to troubleshoot software-related issues
- Technical abilities will enable you to address clients' software-related inquiries
- Excellent communication skills, both written and verbal.
- Customer-centric attitude with a focus on delivering exceptional customer support.
- Strong organizational skills and the ability to manage multiple client issues and projects simultaneously.
- Familiarity with financial software is a plus.
- Previous customer support and experience with telecommunication companies, electric cooperatives or municipalities is preferred
- Experience working with our eLation Financials software (not required)

If you are passionate about software development and eager to make an impact for a fast-moving company, we encourage you to apply for this exciting opportunity to join our team. Please submit your resume and cover letter outlining your qualifications and relevant experience. We look forward to hearing from you.