

Software Technical Support Officer

eLynx has been delivering livestock software solutions across the country for over twenty years and is currently in an intense growth phase. The company is progressive, committed to ethical dealing and quality service, and generous to employees.

eLynx is currently seeking an experienced, expert user of FY3000, StockaID and related feedlot and livestock management software to join our Software Technical Support Team as a full-time employee.

The software technical support team is a cohesive, professional and innovative group. They liaise closely with our clients, as well as programming teams and administration staff and must have the ability to work independently with minimal supervision.

The successful candidate will have proven to the satisfaction of the selection panel that they are an effective communicator in oral and written modes. Excellent literacy skills are essential to the position.

Applicants:

- Should ideally have a minimum of four years experience in the feedlot industry;
- will be highly skilled in the use of eLynx's core programs
- will understand feedlot processes
- have a strong work ethic and a positive, can-do attitude
- must understand the importance of great teamwork
- should be a logical thinker, observant, with attention to detail, and an ability to communicate effectively under pressure
- be able to adapt readily to change and adopt new approaches.

It is quite possible that applicants may have had management experience and/or hold relevant industry or tertiary qualifications

The role involves providing support to eLynx clients using one or more applications from the eLynx software suite. With in-house training, the successful candidate will also provide training to clients in using the software, setting up and installing eLynx software on client systems, responding to technical queries and contributing to the ongoing development of eLynx software applications.

Most technical support is provided remotely via telephone or internet connections. At times the successful candidate will be required to undertake on-site work in remote and semi-remote locations and may participate in industry Trade Shows, conferences and opportunities for their professional development. The position does involve some travel but reasonable notice of the requirement is provided to team members.

Preference will be given to applicants:

- with proven problem-solving capacity and the ability to think logically
- who have a demonstrated capacity to resolve software issues and clearly communicate details related to both problems and solutions,
- possessing detailed knowledge of livestock feeding and management processes, reporting and data gathering requirements.
- prepared to offer a measure of flexibility with regard to the timing of work hours, note standard business hours are 8.30 am to 5.00 pm AEST.

- be prepared to participate in the 'on-call' roster for out-of-hours client support (an 'on-call' allowance is paid, and work outside of regular business hours is remunerated at levels prescribed by Fair Work Australia).

Our successful applicant must be honest, reliable and socially adept. Ideally, they would be prepared to relocate to Toowoomba, Queensland, however, consideration would be given to candidates who have the required skills but are unable to relocate.

The Package to be negotiated will reflect the applicant's experience, skills and aptitude.

Phone **+61 7 4659 6000** or email admin@elynx.com.au for further details or [apply online](#).