Application Support Analyst

Apply Now

Company: Epicor

Location: Australia

Category: office-and-administrative-support

About the Role:

An Application Support Analyst at Epicor enjoys analyzing customer issues, both big and small. You'll rapidly assess, diagnose, and troubleshoot application inquiries to solve customer challenges. As a member of our global support team, you will aim for excellence and efficient resolutions.

Your days will be filled with helping our customers identify and troubleshoot application support incidents via service ticket or e-mail. You'll also design plans to help avoid problems in the first place. You'll work to identify patterns in application issues and figure out ways to stop them in their tracks.

What You'll Do:

It's all in the name. You'll analyze customer inquiries to solve problems and develop plans to solve for large scale issue.

Maintain a steady influx of service tickets while prioritizing the most critical.

Act as liaison between end user and appropriate internal sources

Maintain, refine, and troubleshoot challenges with existing software to make sure it's up to code (see what we did there?)

Provide feedback to our product team in order to continuously evolve our product suite.

What You'll Need to Succeed:

1 - 5 years of experience in implementing and supporting solutions as well as driving

change.

You are service obsessed with a proven track record of managing priorities in a complex support environment.

A self-starter mentality with a collaborative, team-player work ethic

You are analytical with an ability to absorb new technologies and features and think outside of the box.

ERP software experience (end user or experience working for a software vendor)

Industry experience with Aged-Care, Supply Chain/Manufacturing or Accounting

English proficiency, both oral and written

The Global Support Team

The Global Support team is our customer advocate and business partner, working to provide best-in-class training for Epicor customers. We support global customer education and deliver consistent, high-quality offerings across all product lines. Our team takes pride in offering exceptional customer service and transforming the way we interact with our customers. We'd love to have you join us.

About Epicor

At Epicor we know that success comes from working together. Everyone has a role to play, and it's the essential partnerships across our company that are crucial to our customers' success and our growth as a business.

We're truly a team. Working in close partnership, we bring wide-ranging talents together in powerful collaborations. We think innovatively, share our knowledge generously, and constantly learn from our colleagues. We're proud of the success we achieve every day, but we never stop challenging ourselves and encouraging each other. Together, we go further and imagine an even brighter future.

Whatever your career journey, we'll help you find the right path. Through our training courses, mentorship, and continuous support, you'll get everything you need to thrive. At Epicor, your success is our success. And that success really matters, because we're the essential partners for the world's most essential businesses—the hardworking companies who make, move, and sell the things the world needs.

Equal Opportunities and Accommodations Statement

Epicor is committed to creating a workplace and global community where inclusion is valued; where you bring the whole and real you—that's who we're interested in. If you have interest in this or any role- but your experience doesn't match every qualification of the job description, that's okay- consider applying regardless.

We are an equal-opportunity employer.

#LI-DA1

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