



We improve the lives and business success of our employees and our customers.

## Rockton Software Technical Support Position

Rockton Software is excited to hire a dedicated team member to assist with technical support. This person will carry out several functions to assist Rockton Software customers with technical support needs for our Microsoft Dynamics GP and Microsoft Dynamics CRM products. Rockton Software has provided excellent products and customer service to Microsoft Dynamics customers since 1999.

### Location of Employment:

- Preferred location Erie, Colorado
- Will consider North Dakota / Minnesota location

### Qualified Candidates Must Have:

- Thorough Microsoft Dynamics GP knowledge (2+ years)
- Thorough Microsoft Dynamics CRM knowledge (2+ years)
- Acumatica experience (preferred, not required)
- SQL Knowledge (2+ years)
- Excellent customer service skills
- Excellent troubleshooting and critical thinking skills
- Fit the Rockton company culture by exhibiting the values of Integrity, Humility, Emotional Intelligence, and the Passion to Grow

### Duties:

- Manage technical support email queue
- Efficiently respond to customer inquiries
- Assist with Rockton product pre-sales questions
- Assist with internal support for Rockton team
- Lead Rockton product webinars to support sales team as needed
- Write technical blogs
- Update Rockton Knowledge Base articles
- Monitor support stats for process improvement
- Monitor and participate in GPUG online community as appropriate
- Attend trade shows
- Other projects as required

### Compensation:

- Negotiable depending on experience

### Benefits:

- Full Medical/Dental Insurance
- Matching 401k
- 25 days Paid Time Off

Resumes: **Attn. Jenn Schoemer**  
[jenns@rocktonsoftware.com](mailto:jenns@rocktonsoftware.com)  
[www.rocktonsoftware.com](http://www.rocktonsoftware.com)