



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 our Support and Development team. Rockton Software has provided excellent products and customer service to Microsoft Dynamics customers since 1999. We welcome you to review the position below and apply if interested.

Location of Employment:

- Erie Colorado or
- Fargo North Dakota preferred, but open

Role Description:

The Technical Support person will carry out a number of functions to assist Rockton Software customers with technical support needs for our Microsoft Dynamics GP products.

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

Primary responsibilities:

- 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:

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