



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

Rockton Software Jack of all Systems, Master of IT Position

Rockton Software is excited to hire a dedicated team member to assist our Internal Support and Development teams. 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:

- Fargo, North Dakota (Preferred)
- Erie, Colorado
- Open

Role Description:

This person will carry out several functions to assist Rockton Software internal employees and external customers with technical support needs.

Qualified candidates must have:

- Flexibility to regularly rotate through different technical specialties and skill sets
- Ability to thrive on change as products and company evolve
- Thorough Microsoft 365 knowledge (3+ years)
- SQL Server Knowledge (2+ years)
- .Net/C# development experience (2 years)
- Excellent customer service skills
- Excellent troubleshooting and critical thinking skills
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Fit the Rockton company culture by exhibiting the values of Integrity, Humility, Emotional Intelligence, and the Passion to Grow

Primary responsibilities:

- Manage and maintain internal systems and physical devices for a remote team of 20+
- Develop and extend internal customizations to improve process efficiency
- Internal Technical support
 - General software and hardware break/fix questions
 - Ordering and configuring new computers
 - Implement new tools and systems to keep up with technology needs and changes
- Acumatica

- Provision client systems
- Create test environments
- Custom development projects
- Assist sales team with technical queries
- Efficiently respond to customer inquiries
- Thoroughly document processes as they are developed

Education, Experience & Certification Requirements:

- Proven experience in managing Microsoft Office 365 accounts
- Acumatica Technical Specialist & System Administrator badge (preferred)

Benefits include:

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

Compensation:

- Negotiable depending on experience

Resumes:

Attn: Jenn Schoemer

jenns@rocktonsoftware.com

www.rocktonsoftware.com