

Job Description

Remember the selection criteria

1. Are you really suitable? Please don't apply if you're not suitable
2. Limit your application to four A4 pages
3. Include a phone contact I can ring, so I can find out more about you
4. Include clearly, your preferred method of contact for the outcome

All applicants are asked to complete a simple personal profile via the internet to assist us in our assessment process.

Send your application to;

Mrs Castaly Lombe, Director
MYCO Systems Pty Ltd
Suite 19 National Press Club
16 National Circuit
Baryon ACT 2600

Or email Castaly.lombe@mycosystems.com.au

ESSENTIAL Requirements

Livestock Agency You have worked in a livestock agency processing sales and accounts for several years. You understand the complexity of agency trading, commissions, and the rural livestock industry. You will have a sense of humour!

Accounting

You must have some sort of qualifications, University, Technical College, in book keeping and/or accounting or several years of accounting/book keeping experience in a commercial organization with significant responsibility, authority and autonomy..

You must have used computerised accounting systems before and have good experience with them. You must be scrupulously honest.

We are looking for some one with extensive skills in this area. We need some one with the confidence of proven ability to show initiative.

Software

You have a good grasp of software and hardware. You can use Microsoft products with ease. You can problem solve most IT issues like printer connections, email errors, you can organize an internet connection and understand the basic concepts around the web. You can transfer, zip and organize files and use Explorer. You have a good understanding of computer hardware. You have demonstrated experience with quality assurance and technical writing. You can problem solve quickly. You like procedures and processes and are in danger of systemizing even your top drawer with colour coded dividers, well almost.

People & Communications Skills

You can write and speak clearly and concisely. You are fabulous over the phone, building rapport easily with strangers. You can write and present reports to management and clients, raise issues in meetings and work and play with your colleagues. You are a confident letter writer and have a friendly and polite telephone manner. You can prepare quotes and write manuals. You have demonstrated experience in training people in software applications. You can stand up in front of people and demonstrate how software works to benefit them. You can work in a team and by your self. You can manage people and tasks. You ask questions and seek efficient solutions without direction.

Organisational skills

You are really well organized and cope with a bit of pressure, infact you enjoy the occasional challenge, it keeps life interesting!

JOB DESCRIPTION

Client Services Team Member For Software Implementation and Help Desk

You will be required to manage;

- Help desk inquiries, what ever they may be!
- Manage and conduct software implementations
- Carry out quality assurance on software and user documentation
- Train staff and clients in MYCO products
- Write, edit and produce user documentation and help systems
- Demonstrate MYCO software, write quotations and create new business
- Impressing prospective clients and recommending our product to others
- Help with general administrative tasks

You will specifically;

- Understand and be able to teach and train others in the MYOB and MYCO Livestock system. You will be able to problem solve over the phone when clients ring with accounting queries. You are able to ask relevant questions and obtain necessary information for others to start problem solving if the issue is beyond your knowledge. You are able to transfer this information, concisely and clearly.
- Train people in groups or individually in how to use all MYCO products. Be able to manage the implementation of new clients onto MYCO software.
- Be able to learn fast, from grasping the complete complexities of the MYCO software to understanding the general operating structure of individual businesses as you work with them to improve their computer software systems.
- Have a sound understanding of computers, and computer software like Microsoft Windows and other software packages like Excel, Word, and Access.
- Be well organised and help with general administration, organising accommodation, mailing, filing, diary and scheduling of projects, writing letters and correspondence, tenders and quotes, etc....

You will install MYCO software on-site, liaising with the client, understanding the client's business and conduct a smooth transfer from the old system to the MYCO system. You will be able to trouble shoot and smoothly introduce change. You will work with accountants, business managers and data entry operators.

You will travel, at least one week in four, to regional centers in mostly south east Australia. Some over seas travel to New Zealand is also probable. You will mostly travel alone and longer journeys will be by air. You will often help with the organisation and preparation of these on-site trips.

Finally, there is room for development of any specific talents you have and we would encourage you to expand your skills, knowledge and aspirations within the position.

Summary

This position has significant scope. It requires a mature, organized and capable person to fulfill the multiple roles required.

You will receive an intensive period of training and the company will make a significant investment in you in this respect. In return we are looking for a long relationship of several years. You will be accurate and organised, with a head for numbers and an eye for detail.

Experience in rural based industry is helpful but not essential. Private enterprise experience is considered valuable and highly desirable.

Performance

You will be subject to performance based evaluation and will be required to enter a three month probationary period of employment. You are also asked to sign a confidentiality agreement and an employment contract.

Pay & Conditions

Above award wages and conditions.

Up to \$45K PA plus a generous incentive bonus for the right person.