



Apprise Software

Business Analyst/Support — Sydney, Australia

Apprise Software is a global leader in consumer goods distribution software. From our headquarters in North America, and global locations in Asia, Australia and Europe, Apprise Software provides whole business solutions, support and services for hundreds of companies responsible for bringing some of the world's most recognizable consumer brands to market everyday. Our Apprise® enterprise software application is designed for consumer goods manufacturers and distributors whose products are sold through leading retailers around the world. Industry specific tools and functionality, combined with the latest technology and best practice standards, help companies maximize their operational efficiency and profitability.

Position Description

As a business analyst, you will be an integral part of a customer support team working with leading edge technology to implement and support complex business solutions. Following extensive training on our software, customer business requirements, technology and many other aspects of our company, you will:

- Work with customers by phone and online on the analysis, identification and resolution of their issues
- Research software issues through database query writing, review program logic and analyze database configuration
- Execute final resolution of client issues, including compiling and delivering code, execution of utilities, etc.
- Work with Apprise Software engineers and customers to develop custom software enhancement requests
- Assist with the testing of new software releases, as well as the creation of Service Packs for existing releases
- Play an important role as a consultant to our customers, offering suggestions for process and workflow improvements that increase the efficiency of their supply chain operations

As a member of the Support Team, you will be challenged with new and interesting projects on a daily basis. As your knowledge of our customers, software, and the industry grows, you will gain increasing responsibility, new challenges, and the potential for advancement limited only by your own abilities and drive.

This is a great opportunity for an upcoming or recent college graduate seeking a rewarding business or technology career with growth potential into many different areas. Candidates who begin a career with Apprise Software as a Business Analyst gain both business and technical skills necessary to work in roles in product development, product management, project management/consulting, and sales, or to continue to grow in roles of increasing responsibility within the support organization.

Job Requirements

The ideal candidate will be a self-motivated professional, possessing excellent written and verbal communication skills, who has the ability to handle multiple tasks simultaneously and enjoys working with people. A bachelor degree in a related discipline and a strong interest in business and/or technology are required.

Contact Information

Please send your resume, cover letter and salary requirements to jobs@apprise.com and reference AU-Business Analyst/Support in the email subject line.