



Support Analyst

- **Fast Growing Dynamic Company**
- **Based in Sydney's North, close to Transport and Parking**
- **Flexible Hours**

The Company

Baseplan Software is a well established, best of breed ERP software company with a high profile in the Hire and Rental Industry.

Due to rapid growth and product development, Baseplan is looking to add a Support Analyst to our Sydney team.

The Position

It will be your job to:

- provide help desk support to 100 key customers (with a total user base of over 3,000)
- assist our customers in the use of our products
- identify problems
- identify new requirements.

You will become an authority on the use of the product for our customers and you will assist our software development team to deliver quality software support.

We would like prefer someone who has been in a similar role or who has had experience with business systems, particularly Hire, Rental, Fleet Management or Accounting, either as a user or in a development, deployment or support role.

Experience in the Hire and Rental Industry or in other commercial systems is beneficial but not essential.

To be effective in this position you must be **intelligent, presentable and have excellent verbal and written communication skills**. You must also have a **commitment to customer service and be capable of working with people via the phone and email. Knowledge of Microsoft Word, Excel and other office products is essential.**

The position is based at our Sydney Head Office in Thornleigh which is close to rail and has free undercover parking.

Check our web site : www.baseplan.com for further information about our Company.

To be eligible to apply for this position, you must have an appropriate Australian or New Zealand work visa.

Please send your CV with an application letter to careers@baseplan.com

