

Apprise Software, Inc.

Business Analyst / Support – Bethlehem, PA (headquarters)

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, customers' 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 of program logic and analysis of 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 excels, you will gain increasing responsibilities along with the potential for advancement and new challenges that is limited only by your own abilities and drive.

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 Bachelors of Science degree in computer science, business information systems, or a related discipline is required.

Contact Information

Please send your resume, cover letter, and salary requirements to jobs@apprise.com and reference *Business Analyst-US* in the subject line of your e-mail.

