

**Position:** Support Analyst

**Schedule:** Full-time, Monday to Friday

**Location:** Greensboro Area, office based at Revolution Mills  
Minimal travel may be required (less than 10%) depending on training needs.

### **Position Description**

The Support Analyst position will be responsible for providing Level I support for both our manufacturing and EDI applications. Day-to-day responsibilities include customer and internal personnel interactions; daily time entry; regular support sessions with customers; and helping support other members of the Advanced Support team. Secondary tasks will include but are not limited to:

### **Helpdesk Management**

- > Assist with customer ticket review & dispatch
- > Assist senior-level consultants in problem resolution
- > Individual support desk ticket review
- > Internal and customer follow-ups

### **Additional Skills & Experience**

- > Understand ticketing / ERP workflow systems
- > Comfortable in a fast-paced, multi-tasked environment
- > Well organized in both office and work from home environment
- > Ability to prioritize workload
- > General background of computer/information systems
- > Being able to identify issues and work towards a resolution
- > Ability to communicate clearly and effectively with customers and teammates
- > Excellent time management skills
- > Ability to learn quickly and self-paced
- > Infrastructure interest and/or expertise
- > Entry level Business/Manufacturing/Supply Chain acumen
- > Proven ability to work remotely, when, or as needed.
- > Experience using tools from the Microsoft Office 365 Suite
- > Conflict Resolution/Problem Solving acumen
- > Ability/Comfortable working with Sr. Level or Executive Leadership members across multiple organizations
- > Critical thinking skills
- > Experience with Epicor ERP or Epicor Kinetic a strong plus

### **Qualifications**

The ideal candidate will possess at least a Bachelor's degree in a related field or an Associate's degree from an accredited technical college or university.

### **Benefits**



Formal bonus plan for Advance Support team members. Flexible scheduling, collaborative work environment, health care package, IRA, paid vacation/sick, fast growing organization with high potential for growth within a company that is interested in the growth of individuals, as well as profit.

**General Considerations:**

- > The candidate can expect to go through a formal training process on the Epicor Software tools as part of the onboarding process.
- > Applicants for employment in the U.S. must possess work authorization which does not require now or in the future sponsorship by the employer for a visa.
- > en>compass is an Equal Opportunity Employer.

**About en>compass Solutions, Inc.**

Encompass Solutions is a US based organization formed in 2001, and currently has a staff of 40 people, most of whom have 15+ years of experience with the implementation, and long-term support of enterprise systems. Our focus is on delivering information technology services to enterprise customers. We sell Enterprise Resource Planning software, implement, and support customers, primarily in the manufacturing area. Encompass has global customers and team that work remotely. We work primarily with the Epicor ERP solution, and achieved a premium standard again in 2020 as a "Gold Certified Epicor Partner".

As a result of continued growth in the industry and some exciting strategic direction changes as a company, we need a wide range of skilled professionals. If you are a technically minded individual excited to be a unique part of a quickly growing business in a fast moving industry; If you have a thirst to learn and be a part of a dynamic and close knit team; If you want the opportunity to work in an environment that promotes independence, innovation and rewards success, please contact us at [careers@encompass-inc.com](mailto:careers@encompass-inc.com).