



KONICA MINOLTA

# Great Plains Support Specialist

## Major Responsibilities:

- Provide on-site and telephone support for Great Plains Users
- Provide on-site and remote training for new and existing employees as required
- Field , record and update help desk emails for Great Plains issues
- Run system reports and macros for various departments
- Assist departments with month end processes & procedures
- Prioritizing, resolving, documenting and communicating technical and operational issues
- Troubleshoot system problems and provide ongoing, internal customer support
- Work closely with vendors and other external support resources to obtain solutions for major system issues
- Provide thorough, detailed, clear and concise written documentation of major system problems to other team members and external support resources
- Perform data-entry required to correct system and/or user created problems
- Analyze processes and gather requirements from internal customers to develop and execute plans to meet their individual needs using the Great Plains system and all third party supplemental software.
- Testing, trouble-shooting, and overall Quality Control of numerous software applications.
- Maintain high internal client satisfaction through successful and timely resolution of technical and operational problems
- Other relevant duties, as assigned

## Qualifications:

- Minimum 2 years Training and experience in the use of Microsoft Great Plains
- Minimum 2 years Training and experience in KMBS Business Procedures and Systems in diverse areas within the company including, but not limited to Administration, Service, Inventory Control, Finance
- Excellent working knowledge of Great Plains Dynamics 2010
- Excellent Data Entry skills
- Excellent working knowledge of MS Excel and MS Word
- Excellent communications skills and pleasant phone personality
- Self-starter, able to work independently and as a member of a team
- Proven track record of delivering quality support with a results driven attitude
- Must be able to handle support situations including telephone support, remote support and possible on-site support
- The desire to provide the utmost in customer service and satisfaction
- Formal accounting and Microsoft Great Plains training are preferred





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**Count on Konica Minolta for:**

- Competitive Salary, excellent commission and bonus structure
- Professional Sales Training Development
- Generous benefits including employer contributions to RRSP's
- Exciting reward and recognition programs
- Career advancement in a fast growing, fast paced global company
- Challenging & Rewarding Work
- Being part of a fun and exciting team that's passionate about solving our customers problems

**Count on Konica Minolta for everything you need for a successful career**

To express your interest in this opportunity please send your resume to:

[careers@bt.konicaminolta.ca](mailto:careers@bt.konicaminolta.ca)

**Please quote competition number KMBS-11-3013 when applying**

Check out our other exciting career opportunities at:

[www.konicaminolta.ca/careers](http://www.konicaminolta.ca/careers)

