



Application Analyst

Are you process driven and detail minded? Have you worked with software applications, from troubleshooting to training?

If so, then we may have an opportunity for you. We are Roydan Enterprises and our team is looking for a skilled Application Analyst.

As an **Application Analyst**, you will be responsible for set up, configuration, training, and solution resolution for new and existing Roydan software applications.

Essential Job Duties:

- Assess, identify and prioritize customer needs and how Roydan products will fulfill them
- Collaborate with others in the organization to resolve product issues
- Propose product enhancements, new methodologies, and new technologies to avoid reoccurring customer support issues
- Devise, document, and implement troubleshooting plans designed to solve the customer support issues
- Assist in creating and maintaining process, procedure and training related documentation for customers

Job Scope:

The position involves understanding all Roydan products, platforms and peripherals to enable one to be effective in assisting customers with questions and under minimal supervision. Emphasis is placed on accuracy of product knowledge and quality of solutions provided.

Education and Qualifications:

- High School Diploma or equivalent required; Associates or Bachelor's Degree preferred
- Prior, experience involving Software Technical Support, preferred
- Solid Microsoft Office application skills; SQL skills desired
- Excellent communication, documentation and customer-centric skills
- Good analytical skills and demonstrated ability to anticipate and solve practical problems while maintaining client confidentiality
- Collection Industry Experience, a plus