

Software Specialist

Reports to:

IT Manager

Job ID: 15000

Entity:

Corporate

Job Classification:

Professional

Summary and Objective:

To provide specialized expertise and testing in all facets of the PaulB enterprise software packages within the values and mission of Paul B. Zimmerman Inc

Essential Functions:

Optimization:

- Trouble-shooting of software issues – Manager/Navigator personnel to be the first point of contact
- Assist all retail teams with continuous improvement initiatives by generating procedural and software solutions to real-life business processes
- Assist with researching new software modules and add-ons as necessary to meet the changing and growing needs of the business
- Manage all system option settings within the guidelines set by the software management team
- Manage security roles, specific security settings, and changes to roles or settings for new hires or position changes
- Travel - Attend software user group meetings or shows as necessary to keep the knowledge level current on changes and updates

Documentation and Training:

- Assist management with development & execution of training programs and documentation of standard operating procedures
- Create instructions for infrequent software procedures and maintain training – Ex. Off-line POS, major sales events, remote pricing, etc.

Testing and Updating:

- Develop systems and manuals for full testing of new software releases
- Perform testing on scheduled software releases and custom software patches to ensure continuity of performance and adherence to specifications
- Install updates on servers and clients

Supplemental Software:

- Provide knowledge and support for the database reporting software (Compass) and provide report writing services as necessary
- Assist with specification of custom software interface needs with WMS and BI software

Relationships:

- Primary liaison with Epicor Eagle sales & support
- Develop relationships with other users/companies to learn from them and build a base of people to contact for solutions

- Reinforce a positive team attitude and atmosphere throughout PaulB & the rest of PBZ Inc.

Promotions:

- Promotional sale pricing – Program verification and pricing setup for all sale events

Miscellaneous:

- Assist with other IT initiatives upon request

Characteristics and Competencies:

- An energetic, forward-thinking and creative individual with an appropriate professional image.
- Able to handle stress, deadlines, and expectations with a pleasant and professional demeanor.
- A well-organized and self-directed individual who is a team player.
- Possesses a reputation of dependability, honesty, and humility.
- Good people skills, phone skills - Polite, tactful, & patient.

Required Education and Experience:

- Strong spreadsheet and math skills.
- Strong communication skills – both verbal and written.
- Strong computer skills relating to how the system enhances real-life business processes and solves problems.

Preferred Education and Experience:

- Knowledge of retail accounting, point-of-sale, purchasing, and inventory management procedures and metrics.

Work Environment:

This job operates in a professional office and retail environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to: stand for extended periods of time; lifting (up to 50 lbs.); repetitive motions; sitting for extended periods of time, speaking, listening, and seeing; walking; use eyes, hands, finger, or feet; and reaching with hands and arms, and so forth.

Travel:

Travel to remote sites and conferences is expected for this position.

Other Duties:

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Essential functions and duties may change at any time.

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee's Signature: _____ Date _____

