



Keystone Information Systems, Inc.

Dependable, Knowledgeable, Progressive.
Business Solutions for the Public Sector



Financial Software Support Specialist

Keystone Information Systems, Inc., an established software and services company, is looking for a personable, customer-oriented software support specialist with accounting experience to support the financial software that we provide to local governments and public school districts. We hire people, not resumes, so do not worry if you do not currently possess a certain skill below.

Keystone helps local governments and public school districts work smarter and more efficiently by providing and supporting Financial, HR, Payroll, and Tax Administration applications. This job is based in the company's headquarters, Maple Shade, New Jersey (greater Philadelphia area). This is an in-office position, with hybrid options available in the future.

Skills & Requirements

- Degree in Accounting or related field (Bachelor's preferred)
- 2-5 years' work experience in a customer-facing, accounting-focused role
- Experience with enterprise-level accounting software and database analysis a plus
- Interest in working directly with customers
- Strong communication (verbal and written) and organization skills
- Ability/desire to travel regionally; approximately 1 trip/month of 2-3 days duration
- Self-starter who enjoys solving problems
- Experience with advanced features in Excel

Duties & Responsibilities

- Provide high-quality support to customers (via phone, remote sessions, live chat, and email); identify and resolve questions, analyze and test software, communicate effectively with Keystone's programmers
- Troubleshoot, analyze, and resolve accounting-related software issues
- Train customers on the use of the software (both on-site and remote); includes creating training materials, planning agendas, and preparing follow-up documents
- Write / update comprehensive user manuals and product collateral documentation
- Assist with pre-sale product demonstrations

Competencies

A successful candidate will exemplify the following core values of Keystone:

Kinship Toward Each Other

- *We care about our coworkers, placing a strong emphasis on employee benefits and flexibility with personal life.*
- *We respect our coworkers' unique strengths.*
- *We appreciate the added value of collaboration.*

Ownership In All That We Do

- *We take pride in our work.*
- *We are accountable and proactive.*
- *We strive to outperform and to lead in our chosen markets.*
- *We put in extra effort when needed, for the good of the entire company.*

Commitment to Exceptional, Personalized Customer Service

- *We value the investment that our customers have made in us.*
- *We rely on our relationships with customers to drive product development.*
- *We provide personal attention and care to all of our customers.*
- *We treat our customers' needs as if they were affecting our own business.*

Salary commensurate with experience. We offer exceptional benefits, a 401(k) program, opportunities for personal and professional growth, and much more. **To apply, please visit our website at www.keyinfosys.com and click on "Submit Resume" under the Careers tab.**

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www.keyinfosys.com

Keystone provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or military/veteran status.