

Software Support Specialist

DAWA Solutions Group is a software development firm creating systems that automate and manage business operations and administration, helping people do business better. We build custom software applications for clients and a software-as-a-service application, FieldWise, for oilfield service companies.

We are seeking an Software Support Specialist to support our FieldWise application and customers. The candidate should have administrative experience and proficiency in using software applications. Experience in oilfield service company office administration including field tickets, invoicing, and payroll along with strong skills in using computer software such as Excel, Open Invoice and QuickBooks is a plus.

(This is not a developer position and does not require any programming)

Job Description:

The Software Support Specialist will be involved with custom and FieldWise software platforms internally and support our customers externally. The position requires an outgoing, detail-oriented individual who enjoys working in a fast-moving environment, who can take charge of the responsibilities of the position and is able to adapt quickly.

Responsibilities:

- FieldWise Software: become an expert in the use of our electronic field ticket and administrative software for oilfield service companies
- Onboarding: assist customers in the setup and use of FieldWise conducted remotely and on-site
- Software Support: train and support customers and troubleshoot customer issues
- Documentation: develop in-system help messages, draft user documentation, and draft other content as needed
- Development: assist in the software development process by defining requirements based on usage and customer feedback, creating documentation, and testing software
- Marketing Support: assist with marketing activities including lead management, marketing communication, and promotional events
- Sales Support: configure, manage, and present the FieldWise demo site
- DAWA Office Admin: assist with administrative tasks in the DAWA office

Qualifications:

Required Proficiencies:

- Strong computer skills and ability to become a power user of a packaged platform
- Strong communication skills
- Ability to troubleshoot problems
- Ability to work with various personality types
- Self-directed and self-motivated
- Commitment to customer success
- Familiarity with QuickBooks is a plus
- Understanding of oilfield service companies' business needs and processes

Details and Benefits:

- Fulltime Position
- Located in Williston, ND – Not Remote
- Competitive compensation
- Paid vacation and holidays
- Blue Cross Blue Shield group health insurance
- 401K-style retirement plan with company match

TO APPLY:

Submit resume for consideration by mail or e-mail.

By Mail:

DAWA Solutions Group

PO Box 936

Williston, ND 58802-0936

By E-mail:

careers@dawasg.com

(PDF or MS Word)