ISGUS America, LLC

Title: Software Implementation and Support Specialist

Location: 155 Pompton Ave, Verona, NJ 07044

Job Type: Full-Time (Entry Level)

Compensation Type: Salary

Start Date: 5/30/2016

Job Description:

We are looking for an Implementation and Support Specialist for our time and attendance software which implements pay policies and absence tracking prior to payroll processing. Job functions include configuration and training of the software for new customers as well as trouble shooting, supporting of time clock hardware and software changes for existing customers. The software is offered in both a hosted and on premise solution.

Primary Responsibilities:

- Perform system configuration and database setup according to customers’ requirements
- Provide supervisor and employee training according to project plans and timelines
- Creation and training on 3rd Party Import and Export Routines.
- Perform group training and support appropriate use of the application
- Provide troubleshooting, support and training for current customers

Qualifications:

- Basic Knowledge of all Microsoft Windows Operating systems, MS SQL, MS Excel, IIS, .NET and web interfaces
- Basic Network troubleshooting skills, including communication diagnostics, firewall rules, permissions and security settings
- Exceptional communications (oral & written) skills — be able to conduct effective support and training sessions to diverse audience via the web
- Work well independently and as part of a team
- Bachelor’s degree required
- Strong organizational, project management and excellent follow up skills
- Previous technology implementation experience is preferred, in Time and Attendance or Payroll industry is a plus
- Ability to manage customer expectation

Application Instructions:

Email resume and cover letter to Angie Kincaid at akincaid@isgus.com.
About the Organization:
ISGUS Time Management was started in 1886 and is a global organization with branches and distributors in over 17 countries worldwide. ISGUS is a full line software and hardware solutions provider that is driven by our ZEUS Software Modules which include Time & Attendance, Staff Scheduling, Job Costing, Access Control and Payroll Import / Export Module. We also manufacturer Biometric Fingerprint Terminals, Proximity Badge and Access Control Terminals.