



Our Employees

Are collaborative and team oriented. They are trustworthy and committed to the long term success of both Compu-Tech and its customers. They value hard work, but also maintain a light-hearted, collegial atmosphere.

Position Summary

This role is an Account Manager/Software Support position primarily focused on providing helpdesk and consultative accounting support for Compu-Tech's Agribusiness and Accounting software solutions. A portion of the time, the Account Manager will be supporting customers and the team of software developers to help design new software modules, provide feedback from a user perspective, and to test applications before they are installed at the customer site. Travel to customer sites for demonstrations, software installation, meetings and/or conventions will be required (primarily day trips within WA State, but this may occasionally include an overnight stay or extend to other states for conventions).

We are looking for an enthusiastic individual with a very strong accounting background, who is willing to meet the requirements of learning Compu-Tech software and supporting our customer base. Compu-Tech is willing to provide training to candidates that have applicable industry knowledge (specifically Fruit Accounting, Agribusiness Sales, and/or general Accounting). Prior experience with Compu-Tech software (or similar agribusiness software) is highly desired.

Responsibilities

- Provide assistance and support to customers with questions or issues related to Compu-Tech software systems.
- Respond to inquiries either over the phone or in email.
- Walk customers through basic Compu-Tech software processes to resolve issues (or provide consultative advice on business processes that can improve efficiency).
- Provide consulting services and assist in the setup of more complex modules on the system for the customer (e.g. financial statements, budgets, allocation journals, and intercompany journal entries).
- Provide training and software demonstrations to customers.
- Provide on-site support and training during new software/module installations (travel required).
- Follow up with customers to confirm issues have been resolved.
- Assist in gathering requirements for estimates on newly proposed software features.
- Work with the software development team to propose/design new system features.
- Test software applications and approve before they are installed at the customer site.
- Assist in following up with software development team on timelines for projects.
- Assist in monthly billing review for specific projects.

Requirements

- Depth of experience in one of the following areas:
 - Fruit / Warehouse Accounting or Operations
 - Fruit Sales Accounting or Operations
 - General Accounting
 - Payroll
- Excellent oral and written communication skills
- Friendly, customer-service oriented attitude
- Ability to work well in a team environment
- Ability to travel for onsite customer meetings – typically day trips, but occasionally may include overnight stays

Preferred Qualifications

- Experience with Compu-Tech software (or similar software solution)
- Fruit Accounting background
- Strong technical ability and/or background
- Creative problem-solver with a passion for troubleshooting
- Formal accounting education (A.A., B.S., CPA) or similar on-the-job experience
- Experience with data analytics, SQL and/or relational databases a plus
- Experience with HR and payroll processes/requirements a plus

Physical Demands and Work Environment

Duties are typically performed while sitting at a desk or computer table. Compu-Tech employees also have the option for remote work. This position requires the ability to use a computer keyboard, communicate in English over the telephone and via email, and read printed material. Duties may require being on call periodically and working outside normal working hours (evenings and weekends) in the case of an urgent technical issue. Duties may also require occasional travel for software installation, training, meetings, customer assistance or convention attendance.

Location:

Compu-Tech, Inc. is located in Wenatchee, WA. This position occasionally requires on site meetings in Wenatchee and/or onsite at customer locations. This position requires travel to customer sites from the Western US to the Midwestern US which will be compensated with hourly pay, per diem and/or mileage reimbursement as appropriate.

Benefits:

We offer a competitive salary based on experience. This position includes an option for medical and dental benefits as well as a 401k.

How to Apply:

Please send your resume and cover letter to careers@compu-tech-inc.com.