



**Zinck Computer Group** is the oldest Sage ACCPAC ERP consulting firm in Nova Scotia with hundreds of clients over North America. Our ACCPAC certified consultants, developers, and Microsoft specialists provide the technical know-how to businesses and organizations installing, implementing, and using ACCPAC and other related software.

## **ACCPAC Support Specialist**

### **Position Summary**

The position of ACCPAC Support Specialist involves providing ACCPAC training and support services to our clients. You will be responsible for resolving issues in a timely manner and communicating effectively with our clients. Depending on the size of a project or the complexity of an issue, you will either work alone or as part of a team.

In general you will be required to:

- Provide exceptional ACCPAC technical support to our clients
- Deliver classroom and on-site training on ACCPAC and related products
- Work through accounting procedures and software procedures related to ACCPAC and the client's needs
- Perform or assist with data conversions for clients moving from other systems to ACCPAC
- Modify and design financial statements to use with ACCPAC
- Identify new business opportunities with existing clients

### **The Person**

The ideal candidate will have previous experience with Sage ACCPAC ERP, or similar Accounting Software packages such as Great Plains Dynamics and eEnterprise Solutions, SAP Business One, SYSPRO ERP, or others.

You will need a strong understanding of accounting practices and principles, and have experience working in an accounting environment, and/or an accounting or business degree.

You will need to enjoy problem solving, teaching, and working with clients with different levels of expertise. You will be providing support to persons in many different types of businesses, so you will need the ability and interest to relate to the requirements of a wide range of business types.

### **Requirements**

- Strong accounting background
- Experience preferred providing technical training, support, or consulting
- Experience with Sage ACCPAC ERP or similar business management software
- Experience with Microsoft Excel
- Strong interpersonal skills, sound judgment, and a sense of humor
- Ability to meet deadlines
- Desire to teach others

Training will be provided where necessary. If this sounds like you, please apply now. Forward resume to [careers@zcg.com](mailto:careers@zcg.com).