



Gylling Data Management, Inc.

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USA

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Position Announcement

Opening Date: April 1, 2016
Position Title: Software Support Specialist
Type of Position: Software support, design, verification, documentation, and regression testing
Education Preferred: BS degree or equivalent experience

Company Description:

Gylling Data Management, Inc. (GDM) has been in business in Brookings, SD since 1982. Our clients conduct and manage agricultural research. GDM is an international company, with approximately 8000 clients in 80 countries.

Our focus is to create, market, and support software used to managing experiments on agriculture crop production.

Position Responsibilities:

- Work with programming team to develop new features, test and verify functionality of features in existing and new GDM software for use on Windows® PCs and tablets. (Approximately 30% of position)
- Create documentation on use of GDM software including statistics, research techniques, and offering user tips on existing software. The person in this position will share responsibility for writing user documentation that will be delivered in software or electronically through e-mail and the GDM website. (Approximately 30% of position)
- Work as part of a customer support team to assist clients with questions on software applications marketed by GDM. The person in this position will share responsibilities for answering the telephone and replying to client questions received through telephone and e-mail communications. May also provide TeamViewer meetings on software support topics. (Approximately 35% of position.)
- Perform other miscellaneous duties as needed. (Approximately 5% of position)
- Travel will not typically exceed 6 days per year, with an average trip length of three days. Travel time may increase if providing onsite training and planning meetings.

Personal Qualifications:

- Must be able to work as part of a team, perform tasks with minimal supervision, and possess positive and effective verbal and written communication skills.
- Must have effective problem-solving skills and very high quality standards in work performance.
- Must be able to work as part of a software development team.
- Must be able to communicate in a positive and effective manner with customers including our international clients through telephone and written communications.
- Beneficial to have R programming experience.
- GDM will provide extensive training in the use of GDM software products and in-house software tools.
- GDM will provide training and references needed for working in the agricultural research industry.

Benefits: Vacation, Paid Holidays, Sick Leave, AFLAC, Dental Assistance, Pension and Profit Sharing Plan.

Employment Policy:

- GDM does not discriminate in employment decisions on the basis of race, color, religion, sex or national origin.
- Smoking is prohibited within GDM offices and common areas.
- Office is located in downtown Brookings, SD.