

ERP Analyst

About PakEnergy:

PakEnergy is a growing fast-paced company with cool products. Expect to learn, to be challenged, and to have fun. We're a trusted partner to more than 1,900 oil & gas firms, helping our customers innovate with confidence. Our mission is to simplify the hardest problems, automate operations, and help our customers maximize their profitability. To do that, we need exceptional people on our team.

About the position:

The ERP Analyst is a critical role for PakEnergy. Our Analysts work with our customers to ensure they receive maximum value from PakEnergy products and services. Analysts serve as the primary point of contact for our large oil & gas accounting software customer base, answering customer questions about our software on the phone and via email and maximizing users' understanding and use of our vast software offerings. Analysts ensure that the PakEnergy solution's value far exceeds customers' expectations; as such, the role requires customer management experience. This role relies heavily on personal accountability for results, a willingness to go the extra mile for PakEnergy customers, and a collaborative approach that brings the best of PakEnergy to every customer.

Qualifications:

- Bachelor's Degree in Accounting or related field required
- 5+ years' experience revenue accounting experience preferred
- First purchaser, service ticket, and OGP experience preferred
- 1-3 years' supervisory experience preferred
- Wolfepak/PakEnergy experience preferred

Preference will be given to applicants with the following:

- Wolfepak/PakEnergy experience

Key Responsibilities:

- Serves as trusted advisor and thought partner for customers
- Serves as the primary point of contact for customer questions and issues with PakEnergy's accounting software package
- Proactively develops the adoption and measurement plan as well as solution course corrections as necessary
- Responds to client emails/phone calls in a professional manner.
- Collects information in regards to software enhancements by working with clients designing, developing, and troubleshooting new and existing software programs.
- Communicate with clients, teammates, and subject matter experts to assist with resolving client needs.
- Reviews and tests each new release for quality assurance.
- Work with higher need clients to resolve their issues in a timely and correct manner.

Knowledge, Skills, Abilities Required:

- Ability to perform responsibilities while being responsible for other's workloads
- Strong, independent problem-solving skills
- Excellent leadership, coaching, and conflict resolution skills
- Strong written, verbal, and interpersonal communication skills with the ability to collaborate with others to effectively accomplish goals.
- Strong mathematical and analytical skills
- Detail oriented
- Ability to multi-task, work under pressure and meet deadlines
- Highly motivated with the ability to handle multiple tasks simultaneously, and to work independently as well as in a team environment
- Ability to take ownership and full responsibility of work product and to take on new tasks with higher levels of difficulty
- Proficiency in Microsoft Office suite products, including intermediate Excel skills
- Complete knowledge of O&G accounting principles.
- Knowledge of midstream business practices and procedures.
- Knowledge of Rev/Bill business practices and procedures

Supervisory Responsibilities:

- This position has no direct supervisory responsibilities.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.

Benefits: PakEnergy offers a casual business work environment, generous PTO, and a competitive compensation structure that includes sales commissions, paid health insurance and a 401(k)-retirement plan. We have a positive culture designed around the philosophy of mutual respect and the challenge of contributing to the continued success of our organization. PakEnergy is dedicated to individual growth opportunities, and we would love the opportunity to discuss with you in more detail!

Please apply at <https://pakenergy.com/careers>