

### **Software Support Specialist**

Excellent growth potential. Challenging opportunities. A fast-paced, encouraging & fun work environment.

SoftRight, one of the fastest-growing municipal software providers in New England, is seeking a full-time Software Support Specialist to join our expanding Westford, MA office. This is an entry level position with the opportunity for extensive career growth. The ideal candidate should be a self-starter possessing the right mix of interpersonal, computer and organizational skills needed to thrive within an early stage software company.

#### **Our Requirements:**

- A degree in public administration or a business degree with an accounting or finance concentration is strongly preferred.
- A motivated self-starter with the know-how and discipline to become proficient in SoftRight's municipal applications suite.
- The personality to manage and resolve client inquiries in a friendly, professional manner.
- Ability to work effectively in a lead role or as part of a team across multiple departments.

#### **Your Responsibilities:**

- Act as a customer support contact for SoftRight's municipal client base.
- Provide phone support and remote instruction to new and existing customers.
- Act as an account coordinator for a specified group of accounts, which includes managing client updates and communicating enhancements.
- Achieve proficiency with all of SoftRight's applications to provide exceptional support across all SoftRight product lines.

#### **Make Your Future:**

SoftRight offers an excellent compensation package including a competitive salary, benefits package and year-end incentives following a paid, 90-day evaluation period. We have fun at work, so a dynamic personality is a crucial component to succeeding at SoftRight. In addition, an unwavering commitment to customer support is critical.

To apply for this position, please send a resume and cover letter to [daniel\\_hamilton@softright.com](mailto:daniel_hamilton@softright.com) or fax them to 978.692.3301, attn: Daniel Hamilton. Hard copies may be sent to:

SoftRight  
Attn: Daniel Hamilton  
68 Tadmuck Road, Suite 1  
Westford, MA 01886

**SoftRight is an Equal Opportunity Employer**

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**They say great support doesn't exist anymore.**

**Our customers disagree.**