



CREATING A WORLD OF CONNECTIONS

## **CUSTOMER PROJECT IMPLEMENTATION TRAINEE AND SUPPORT POSITION**

**UpNet** is an established, growth-focused Minneapolis based Software-as-a-Service (SaaS) company with a strong innovative culture, delivering document exchange services through a cloud computing platform. We are seeking an exceptional, Customer Implementation and Support Representative. This position is instrumental in fueling the future growth of the company by implementing and supporting Customer projects. Our goal is to hire the talented and driven people in the market and provide them with the resources and opportunity to learn and grow.

This dynamic role requires the analytical ability to multi-task, anticipate needs, respond quickly and apply your learned skills and technical knowledge on a daily basis. Our relationship with our customers drives the business - so your ability to successfully establish, maintain and manage internal and external relationships is critical. Demonstrated teamwork skills are essential for this position.

If you are driven, resourceful, like to solve problems, interested in Information Technology field and think on your feet – we want to talk to you. Positive, energetic attitude is a must, bachelor's degree along with analytical mind required. Previous industry experience is not necessary, but a strong technical background and knowledge of current technology trends is a plus. The ideal candidate will possess the ability to learn new application software, apply the learning, work closely with a small team while also demonstrating a high level of personal initiative without constant supervision.

Compensation includes a market competitive base salary plus a benefits package that includes health care, paid vacation and 401K plans. If you have the qualifications and experience we expect, apply today.

### **Qualifications:**

- Demonstrable analytical skills.
- Strong desire to learn new technologies. Very organized with an excellent work ethic.
- The ability to handle multiple projects and effectively prioritize work.
- Excellent troubleshooting and problem solving skills.
- Ability to work well in a deadline-driven environment.
- Needs to be a high-energy, motivated self-starter possessing the ability to work in an entrepreneurial, team environment.
- Team player with great verbal and written communication skills.

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**Customer Support Responsibilities:**

- Provide 1<sup>st</sup> line support to UpNet Customers and trading partners.
- Work with new and existing customers and vendors to design, implement, and test, deploy, and support new requirements.
- Daily troubleshooting.

This is a full-time position. The Minnesota UpNet office is located at Hwy 494 and 169 in Eden Prairie, MN. Health benefits and 401k benefits are available. Annual salary will be based on applicable experience.