



Job Description

Job Title: SaaS Support Specialist	Date: January 17, 2019
Reports To: VP of IT Operations	FSLA Status: Base Salary + Bonus Incentive

Summary/Purpose:

MetaFarms is seeking a Software as a Service(SaaS) Support Specialist to add to our technical support team. Metafarms is a growing SaaS company in the livestock industry providing solutions to food producers beginning at the barn level. You will be working with our support, operation, and development teams to provide services related to implementation and supporting cloud-based applications, APIs, and mobile based solutions.

This is your chance to join a high energy company delivering the most advanced software solutions in the industry.

Responsibilities:

- Serve as SaaS specialist assisting customer support with all aspects of technical needs
- Along with Operations team, proactively monitor all data processes and help identify areas of concern or customer challenges
- Work with support team to assist customers with all aspects of our SaaS offering
- Investigate and resolve issues in development, test, and production environments
- Stay up-to-date on the industry and the ever-changing technology landscape
- Willingness to interact with customers in a professional, productive manner that enhances customers' experience with MetaFarms

Qualifications:

- Passion for solving problems and finding solutions
- At least 2 years of experience working with SaaS solutions, APIs, mobile apps, and web-based applications
- Great verbal and written communication skills.
- Ability to work in a fast-paced environment, handling multiple priorities
- Ability to set priorities, meet deadlines, and work independently or with a team

Additional Skills and Experience:

- Microsoft platform experience is a plus (Visual Studio, Azure, SQL Server, Xamarin)
- Livestock / Agriculture knowledge

If interested in this position, please email a resume and references to jobposting@metafarms.com or mail to:

MetaFarms, Inc.
Attn: Human Resources
421 West Traveler Trail
Burnsville, MN 55337