**Software Support Coordinator**

**Location:***Onsite 5 days a week at the Bass Pro office located in Springfield, MO*

**Permanent, Direct Hire Opportunity**

**IDS, a Constellation Software Company**

IDS, Integrated Dealer Systems, is the leading provider of complete software solutions for RV, marine, and trailer dealerships.

**The Job**

IDS, a Constellation Software company, is looking to onboard a Software Support Coordinator. The ideal candidate will work at the Bass Pro office located in Springfield, MO to deliver a complex enterprise-grade ERP solution with local and offshore colleagues. As an onsite liaison for IDS, you will work to be a key link between Product Management, Customers and Development. You will demonstrate excellent problem-solving skills and innovation and will develop a deep knowledge of the RV and Marine Dealership industry best practices for dealership management.

**Responsibilities:**

* Work specifically with the end users to solve tickets
* Gather details for development changes
* Coordinate and facilitate meetings with key stakeholders
* Understand upcoming projects involving IDS and providing intel
* Run regular standup meetings with both IDS and Bass Pro teams
* Run projects including hotfixes and release, with potential additional responsibilities in QA testing and post-release validation.
* Partner with developers, architects, and other technical resources to design efficient and scalable technology solutions
* Develop a deep knowledge of the RV and Marine dealership industry
* Build trust through strong, long-term relationships with cross-functional Business and Technical teams.

**Experience/Education Required:**

* At least 3 years’ experience in a customer facing support role
* Previous experience within the Dealership space is considered an asset
* Familiarity with web-based product development methodologies and best practices
* You have experience with Agile methodologies
* You have experience with creating BRDs or FRDs
* BS degree in Computer Science or equivalent experience

