JOIN THE HERO SUPPORT TEAM!

Electric & Telecommunication Utility Professionals are often the unsung heroes in the communities where we live and work!

They keep the lights on, the internet working, the phones ringing, and work tirelessly building robust infrastructure that meets today's needs, and tomorrow's challenges. While often going without thanks, they always take pride in a job well done. These are the kind of heroes our community will always need. While not everyone is called to do this work, you have an opportunity to play an essential role on a team that supports them and become a hero in your own way.

Alden is searching for a **Software Product Specialist** to join our mission of uniting utility professionals working towards common goals on shared assets. Whether inside or outside of those organizations, any way they think about assets, Alden enables everyone to work better together. This collaboration leads to faster deployments and better infrastructure, which leads to thriving communities. This is one way that we can have a positive impact on our communities and make the world a better place.

ABOUT ALDEN

Our Vision is one collaborative software platform for structure owners, attachers, occupants, and service firms that facilitates activities and enables data driven decisions.

Business process automation that solves deep niche problems, providing intrinsic value inside the company. One source of truth for the utility industry to coordinate from, providing cross-company network value. Technology to enable complementary services that further brings together people in the industry.

To be a member of our team, you must live our core values:

- Have Integrity
- Be Innovative
- Pursue Excellence
- Approach challenges with a Can-Do Attitude
- Be Driven to Learn and Grow
- Be Accountable
- Treat Others and the Company with Respect

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Software Product Specialist

SALARY RANGE:
$40k - $60k/annual

JOB DESCRIPTION

This role includes:

o   Work as part of a dynamic team to help Alden and our customers
    achieve shared goals.

o   Business-minded attitude and approach

o   Work directly with customers to design workflows and configure
    Alden One software platform

o   Communicate, question, and lead the customer throughout the design process

o   Demonstrate, train, and document the use of configured processes
    and capabilities of Alden One

o   Use common workplace software (e.g., Excel, Visio, Word)

o   Have knowledge of relational database concepts and be
    comfortable with automation

o   Be a logical thinker who enjoys solving puzzles

o   Organize and document work products

o   Continuous and proactive search for instruction and education
    on Alden's products & business

o   Make sound customer focused decisions by comparing
    multiple possible solutions

o   Apply similar solutions to similar problems

o   Balance-focused details with the big picture

o   Other duties and responsibilities as assigned

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SUMMARY

The focus of this job is on producing high quality, detailed work based on established standards, guidelines, and procedures. Precise, consistent work output is essential requiring patience and a willingness to handle and complete one task at a time.

The job environment is stable, based on known relationships with people and well-defined processes. Job knowledge and competency is built through structured step-by-step training and positive, supportive coaching from management and peers. Communication with others is based on knowledge of repetitive job routines and procedures gained from sufficient on the job experience.

Consistent, error free work based on defined regulations and standards are key measures of job performance success. The job environment promotes steady, methodical work output so that job routines can be completed on time and error-free.

This position is designed to develop a valued technical expert, who, recognized and supported by management and a stable work environment, can deliver quality work on a consistent basis.

JOB CHARACTERISTICS

o   Steady, even pace to promote accuracy and quality of work

o   Repetitive routines

o   Complete set of procedures and tasks completed before beginning new tasks

o   Technical/analytical focus

o   Work within established systems, standards, and procedures

o   Communication based on job knowledge and expertise

o   Decision-making within clearly defined job scope

o   Based on defined policies and procedures supported by management

o   Focused on job knowledge and expertise

o   Helpful, supportive communication with management and peers

o   Collaborative approach in structured job environment

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- Leadership focused on consistent, accurate, quality work output

- Supportive leadership style

- Delegation to others when appropriate, using training, coaching, and on the job experience

OTHER QUALIFICATIONS

Due to the sensitive nature of our utility work, you must:
- Be a U.S. citizen located in the U.S.
- Pass a background check and drug screen

Education and Experience Required:
- 4-year college degree (software/technology preferred)
- 0-5 years' work experience (software, engineering (any), IS/IT or computer related field).

Beneficial experience includes:
- Software configuration or workflow experience
- Familiarity with SQL
- Working with utility or industrial customers
- Complex or intricate projects

Work is onsite and located in Birmingham, AL.

HOW TO APPLY

Send your resume along with a cover letter detailing why you're the right person for our team to: careers@aldensys.com

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