

**Job Title:** Application Support Specialist

**Location:** Remote (Infrequent Travel Required)

**Job Type:** Full-Time

**Position Overview:**

We're seeking a skilled Application Support Specialist to provide expert-level support for *nVision* - an accounting, payroll, and human resources software platform used by most New York school districts. This is a remote role with occasional travel to client sites for in-person training or support. If you're a problem-solver with a passion for helping others, make the most of their software tools, we'd love to meet you.

**Key Responsibilities:**

- Provide day-to-day support to clients using the nVision software platform
- Troubleshoot application issues and coordinate with technical teams to resolve them efficiently
- Deliver virtual training for end-users and facilitate on-site sessions as needed
- Assist with system configuration, report creation, and data integration
- Maintain thorough documentation of client interactions and recurring support issues
- Partner with internal teams to ensure client satisfaction and product effectiveness

**Qualifications:**

- Bachelor's degree in Accounting, Information Systems, or a related discipline a plus
- 2+ years of experience supporting accounting or enterprise software
- Knowledge of school district finance operations; familiarity with nVision is preferred
- Strong communication skills, both written and verbal
- Proven ability to work independently in a remote environment
- Willingness to travel on occasion for client training sessions

**Travel Requirements:**

This is a remote position with *infrequent travel* to client sites for training or support. The majority of sessions are conducted virtually, with occasional on-site visits based on project needs or client preferences.

**Benefits:**

- Competitive salary and comprehensive health benefits
- Work-from-home flexibility with supportive leadership
- Generous paid time off and holidays
- A collaborative, mission-driven environment supporting public education

**Competitive Salary Range:**

The position's salary range is \$85,000 - \$105,000

