



Areté, Inc.

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Pennington, NJ 08534
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19 February 2010

Job Title

Customer Solutions Analyst

Job Description

The goal of the Customer Solutions Team is to strategically manage Areté's relationships with customers by ensuring that applications are running properly and that the user base has all tools needed to solve business problems being encountered in the field. The Customer Solutions Analyst will support application functionality by performing updates, providing consulting and training over the phone, writing application specifications and user training documentation as necessary, and proactively working with customers to provide them with the services they require. This position provides direct daily contact with our global client base and may offer the option of flexible hours or alternate shifts.

Skills/Requirements

- Excellent communication Skills (written and verbal)
- Ability to troubleshoot complex problems
- Desire to work in business and technical areas in a customer-facing role
- Strong knowledge of Microsoft Operating Systems
- Strong interpersonal and organizational skills with the desire to succeed in a team environment

Helpful Relevant Experience

- Understanding of Supply Chain, Manufacturing, or Operations
- Understanding of Computer Science Concepts and basic LAN/WAN Networking
- Oracle/DB2/SQL Server
- Ability to perform Quality Assurance unit and regression testing
- Fluency in a foreign language considered a plus, especially Spanish, Portuguese, Japanese, Mandarin, or Russian

Company

Areté Inc. is a growing software and consulting firm committed to delivering elegant, effective supply chain planning solutions to a world-wide client base. For over twenty-five years, Areté has been a client-centered, solution-focused firm devoted to innovation and excellence. Areté has a sterling reputation for delivering state-of-the-art software, effective consulting services and excellent solution support.

We are based near Princeton, New Jersey, located close to both New York City and Philadelphia. We provide a dynamic and friendly work environment and offer a competitive salary, health and dental plans, a 401(k) plan and more. Areté, Inc. is an equal opportunity employer.

To apply, please email a cover letter and resume to hr@aretinc.com. For more information about Areté, please visit our Web site at www.aretinc.com.