



WOLFEPAK, INC.

2901 SOUTH 1ST
ABILENE, TEXAS 79605

Oil & Gas Software that Works!

WWW.WOLFEPAK.COM ♦ 325.677.1543 ♦ FAX 325.677.1599



***** Job Posting *****

Accounting Software Support Technician – Level 1

To apply for this position please email your resume (in Microsoft Word or PDF format) to jobs@wolfepak.com

The position of support technician requires an individual with excellent bookkeeping skills, good computer skills and exceptional communication skills (verbal and written). This position requires versatility in dealing with people from many varied business backgrounds, computer skills and accounting experience. Knowledge of oil and gas bookkeeping is extremely helpful, as this is the concentration of our software products.

Duties include:

1. **Telephone Consulting** - assist customers over the phone with questions concerning the use of the software. This requires the ability to accurately assess the situation, determine the best answer to the question and relay the information to the customer in a friendly and positive manner. Also, the technician must be able to gather a multitude of information on advanced technical issues/and or error messages and develop accurate trouble-shooting techniques. Good record keeping skills are required in order to maintain our customer database and keep track of notes on customers, time spent on phone, information provided to customers, etc.
2. **On-Site Assistance** - travel on-site to the customer's location to assist in the implementation and/or training of the software. This requires advanced knowledge of the software and excellent computer and people skills. A broad range of accounting skills are necessary as WolfePak Software is implemented in a very broad range of businesses and many different accounting-type questions will arise.
3. **Class Instruction** - lead and/or assist in hands-on entry level classes for users who are new to WolfePak Software. This requires advanced knowledge of the software, excellent computer and people skills as well as the ability to effectively teach and convey crucial principles of using the software. The instructor must be able to control the class environment to prevent delays and keep the instruction going. Good leadership skills are required.
4. **Customer Relations** - follow up on new customers to verify that the implementation of the software is going according to plans. Ascertain that WolfePak is meeting their expectations and offer assistance of any kind. This requires good public relations skills and the ability to communicate effectively.
5. **Software Testing** - read about daily changes made to the current version of all software modules. Develop testing techniques to ensure that all software meets quality control standards. Report testing results to the programming department. This requires extensive attention to detail and good follow-through skills.

WolfePak provides an extensive training program for new employees, including three full weeks of hands-on classroom instruction. We have ongoing training programs for employees as new software is developed and tested. WolfePak is a team-oriented, fast paced work environment that is educational, exciting and fun!



WOLFEPAK, INC.

2901 SOUTH 1ST
ABILENE, TEXAS 79605

Oil & Gas Software that Works!

WWW.WOLFEPAK.COM ♦ 325.677.1543 ♦ FAX 325.677.1599



WolfePak Benefits-Software Support Technician

For those able to Travel – Even after using video conferencing, remote access, video productions, classroom training and user conferences in several cities, we still have customers that can benefit from on-site training and consulting. With WolfePak in 37 states and 6 countries, travel can be as close as Albany or as far as Alaska. The trips are voluntary and are very rewarding. To be eligible to go on one of these trips, you must complete extensive in-house training and be proficient with the software. A generous bonus is paid after each trip based on billed hours.

Teaching small classes – After you are a well trained, seasoned vet at WolfePak you might decide you would enjoy teaching one or more of our hands-on WolfePak classes held at our Abilene training facility. If you enjoy dealing with small groups of people, have an outgoing personality and can communicate technical details in a concise and clear manner, you have the makings of a good instructor. A mixture of different classes are held each month.

Profit Sharing – WolfePak owes its success to the people that work here. The quarterly profit sharing plan disburses profits the company has earned back to the employees. This amount will vary each quarter based on the profitability of the company and the productivity of each employee.

Retirement/Annual Profit Sharing – WolfePak contributes annually to employees' retirement accounts through the annual profit sharing contribution. The accounts are professionally managed by Merrill Lynch and the contributions, growth and dividends are completely tax deferred to the employee until distribution during retirement. Historically since 1998, WolfePak has each year contributed 15% of each eligible employee's compensation into their retirement/profit sharing account. Full time employees automatically join the plan on the next entrance date after completing 1 year of service. The plan has a 5 year vesting schedule.

Continuing Education – if you are looking for a career that is never the same old "job" every day, WolfePak is the place to be! WolfePak offers a continual learning experience in a variety of different ways. You'll assist customers from varying types of industries that will educate you on different accounting and office procedures. In addition you'll be the first to learn the hottest new programming developments inside WolfePak Software and stay on the cutting edge of the latest advancements in technology in general. And, if you need experience hours for your certification you'll be working with 3 other CPA's on staff at WolfePak.

Health Insurance – WolfePak provides 100% of the employee's monthly health insurance premiums (after the first 2 months at WolfePak). Our current provider is Blue Cross/Blue Shield who has proven themselves to be an outstanding provider. The employee has the option of 2 different plans. One plan is the more traditional plan with doctor and prescription co-payments and only having a deductible for more extensive in-patient type services/tests. The other plan is an HSA plan (high deductible) that has an accompanying medical savings plan to offset the higher deductible. The medical savings plan can be used for any medical related item such as eye glasses, dentist, etc. We are here to help you determine which plan is best for you.

Holiday/Sick/Vacation – WolfePak offers standard paid holidays throughout the year (New Years, Memorial Day, July 4th, Labor Day, Thanksgiving (2) and Christmas). One week of sick leave is accrued annually. Vacation is offered on a tiered basis the first year, then 2 weeks per year graduating up to 3 weeks per year after 10 years of service.