



Job Title: Measure/Mobile Applications Support Analyst

Location: Remote within the US

Contract: Full-Time

About Us:

RFMS (a Cyncly Company) is the leading software development company focused on providing modern-day technological solutions to the floor covering industry. We have over 35 years of experience streamlining flooring businesses and making owners more profitable. The RFMS Team consists of over 100 team members operating out of our Corporate Office location in Tuscaloosa, Alabama, and various remote locations throughout the US, as well as the RFMS Australasia office in New Zealand.

Cyncly was created in September of 2022 as the new brand to unite Compusoft, 2020 and their affiliate companies after the two companies merged in 2021. The combined group created a global software powerhouse with more than 2,300 employees and 70,000+ customers across 100+ countries.

About the Role:

Measure Support Analysts are responsible for providing clients with prompt, accurate responses and excellent customer service experiences on all Measure related questions. This includes questions regarding Measure Mobile, RFMS Mobile, and other add-on modules or apps developed by RFMS. Client interaction would be via phone, email, chat, and/or through help desk tickets.

This is a full-time, remote, work-from-home position. Working hours will be assigned by the Director as eight-hour shifts between the hours of 7:00 A.M. Central Time and 7:00 P.M. Central Time to accommodate clients in varying time zones.

What We Look For:

Someone who is a strong communicator both verbally and written. A team player with lots of RFMS experience who can provide high-level support to our clients. Individuals who love to expand on their knowledge and have a desire to grow within the industry.

**Requirements:**

- High School Diploma or GED
- At least 2 years of experience with RFMS Measure
- At least 2 years of experience within the flooring industry

Working For Us:

We are a dynamic and innovative company that still holds onto our founding ethos of collaboration, openness and commitment to excellence. We have big ambitions and are moving fast to reach them through our biggest asset – our people.

You can expect to work in a supportive and nurturing environment, with experts in their fields who strive for quality and excellence without compromising others. We also believe in a flexible and autonomous working environment, focused on the continual growth of our employees.

Our teams recognize that all people come with a wealth of experience and talent beyond just the technical requirements of the position. Diversity of experience and skills combined with passion is a key to innovation and brilliance, so we encourage candidates from all backgrounds to apply to our roles.

Come and join an international and motivated team in a growing technology company.