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Lactanet is an organization providing innovative dairy herd management and genetic services to dairy farm customers and professional advisors throughout the country. Our team is comprised of 450 employees dedicated to providing services to more than 8,000 dairy farms across Canada. Lactanet provides milk recording, genetic evaluation, advisory and herd management software solutions.

## DairyComp Software Sales & Support

We have exciting and rewarding opportunities available for Software Sales and Support Specialists. These are full-time positions. The candidates will be part of a team responsible for the sales, support, and delivery of DairyComp Herd Management Software services to dairy producers and advisor clients.

We are looking for motivated and enthusiastic individuals, devoted to giving the very best service to our customers, in a team environment.

### Responsibilities

- Provide support and troubleshooting services to DairyComp customers across the country, mostly via phone and remote desktop as well as occasionally on-site.
- Promote sales of DairyComp herd management software with the objective of growing market share and customer loyalty.
- Perform remote and on-site software installation and training.
- Assist customers to understand and effectively utilize software information and features to improve overall herd management and herd profitability.

### Requirements

- University degree or College Diploma, or equivalent experience
- Experience in a sales, service, or support role
- Excellent communication and customer service skills
- Methodical problem solver with strong work ethic
- Ability to work in a team-oriented environment as well as independently
- Solid IT skills and comfort with technology, either through formal education or experience
- Knowledge of dairy farm management practices, and bilingual, will be considered assets

### Working conditions:

Normal office hours and remote work (hybrid formula). May have on-farm work. The incumbent will have his/her main office in Lactanet's office in Guelph, Ontario.

### Why work at Lactanet

We are a dynamic organisation and value the well-being of our employees. We offer health and wellness programs, competitive salary, and benefits (group insurance and pension plan), training and professional development opportunities, a stimulating, progressive and collaborative work environment and many other benefits....

### Apply

If you are interested and meet the above qualifications, please send a cover letter and resumé with an email subject line « DairyComp Software Sales & Support » to [careers@lactanet.ca](mailto:careers@lactanet.ca)

*Lactanet is committed to an inclusive, equitable and accessible workplace where people are valued, respected and supported. We thank all applicants for their interest and will contact those who are selected for an interview. NO PHONE CALLS OR AGENCIES PLEASE.*