



Autobooks works hard to make small business banking simple. Through our partnerships with banks and credit unions, small business owners can gain access to a modern suite of tools to help making running their business easier.

When you join Autobooks, you're joining a team dedicated to small business growth. We want your ideas, passion, and experience to continue improving what we offer.

Our downtown Detroit HQ is in the vibrant Madison building, named one of the World's Coolest Offices by Inc. Magazine. Autobooks also has a growing presence in Texas with a satellite office in Austin; and offers flexible, remote work environments for certain roles.

Ready to help change what it means to do small business? Let's talk.

### **The Role:**

As a Production Support Analyst at Autobooks, you will apply your critical thinking and accounting knowledge towards supporting the Autobooks application. This position will be responsible for transactional reconciliation, log reviews, tracking metrics, and supporting internal teams by becoming a subject matter expert of the Autobooks application. The Production Support Analyst will be very hands on in both supporting the daily operations of the Autobooks application and serving team members by answering questions, completing tasks, and tackling ad-hoc projects.

### **Responsibilities:**

- Managing the daily reconciliation of Autobooks originated transactions which settle into small business bank accounts
- Working with other Autobooks departments to determine root cause on settlement issues
- Daily review and follow-up of errors recorded to production system logs
- Tracking and reporting the success of new application features and partners by identifying bugs, failures, and usage metrics
- Become a Autobooks system expert to aid internal Autobooks team members with questions and system tasks
- Ad-hoc projects to support the growth of Autobooks

### **Required Experience/Skills:**

- Must have working knowledge of accounting or the payment processing industry
- Ability to prioritize tasks and effectively communicated with others
- Must be able to work in a dynamic, fast moving and quickly growing company
- Inquisitive mindset with an appetite to ask questions to grow system knowledge
- Working knowledge of SQL and software development experience is a definite plus

### **Our Values:**



- Teamwork
- Sense of Urgency
- Integrity/Ethics
- Accountability

**Job Location:**

- Detroit, MI

A flexible, entrepreneurial work environment and team atmosphere makes this a great place to work. Please provide a complete resume and work history detailing your qualifications and experience to [careers@autobooks.co](mailto:careers@autobooks.co) and indicate "Office Manager" as the subject. To learn more about us, visit [www.autobooks.co](http://www.autobooks.co).