



**Position:** Service Contract Administrator  
**Location:** Headquarters Office, Norcross, GA

**2-1-12**

### **Organization Description:**

[Stratix](#) is a leader in enterprise mobility software and services, architecting the entire mobility infrastructure for companies needing to move and access mission-critical data to anyone, anywhere, anytime. From developing highly configurable rules-based Stratix Mobile applications to delivering and managing every mobile asset within an enterprise's mobile supply chain, Stratix delivers end-to-end mobility solutions that drive operational efficiency and improved customer service. Many of the world's Fortune 500 companies in Retail, Transportation & Logistics, and Field Service have chosen Stratix for application consulting, design and deployment of an integrated mobility ecosystem. Follow Stratix on Twitter at [Stratixmobile](#) or visit the Stratix Enterprise Mobility [Blog](#) at <http://mobilityblog.stratixcorp.com>.

### **Position Summary:**

The Service Contract Administrator supports both internal and external customers and is responsible for all input and maintenance of the database for new and renewal customer maintenance contracts.

### **Key Accountabilities:**

- Respond to and support customers and internal personnel regarding maintenance contracts, including; verification of duration dates, serial number coverage and accurate level of ordered service. Resolve billing and AR issues for assigned contracts/accounts.
- Validate new service contracts created through order management module to ensure accuracy before shipment and contract creation. Create new contracts manually through the contracts module. Ensure that both manually and order management created contracts depict accurate levels of service and support, duration, billing cycle, cost and price to customer, and that the service ordered matches the customer Purchase Order.
- Initiate purchase orders to OEM partners as needed for maintenance agreements. Ensure that Account Managers have obtained and submitted appropriate documentation for price exceptions or special discounts from OEM partner.
- Update service agreements:
  - a. Coordinate new purchase orders and validate equipment which requires contract renewal with account manager and service managers.
  - b. Maintain accurate maintenance contract records in contract database for assigned accounts, compare OEM contracts to corresponding Oracle contracts annually; and ensure that all requested additions, removals and changes are performed.
- Research and validate requests to cancel units from contracts and cancellation of entire contracts in compliance with OEM requirements. Ensure that credit memos are generated through the contracts module or order management. Generate new replacement maintenance contracts if needed.
- Complete ongoing research of inquiries from CRM, Services Support and customers regarding non-covered units, product part changes, IB updates for units on contracts, and additions and removals.

**Required Qualifications:**

- Bachelor of Arts in Business Administration, Computer Science or other related field preferred.
- Knowledge of Business Contract Structure and components.
- Two years' experience working with maintenance contracts in a direct customer contact position.
- Experience using Oracle Contracts module preferred
- Awareness of the industries in which the product operates.
- Working knowledge and ability to use Microsoft Office with focus on Excel.
- Able to plan, schedule, monitor and coordinate multiple concurrent tasks to meet assignment deliverables and deadlines.
- Professional and effective communication skills, verbal and written, that are clear, concise and grammatically correct.
- Must work and interact effectively in a team environment.

To apply, submit cover letter and resume to **[Mike.Johnson@stratixcorp.com](mailto:Mike.Johnson@stratixcorp.com)**

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