

SCHEDULE

Position Description (clause 1.2 of contract)

Position Title: Yardi Application Support Analyst

Location: Remote (Australia-based)

Position Summary

The Yardi Application Support Analyst is an individual contributor role that provides hands-on technical support for clients' Yardi Voyager environments. Working within Gelbgroup's service delivery team, the role augments client support teams across configuration, data remediation, custom reporting and production troubleshooting.

By combining strong Yardi product knowledge with SQL capability and a quality-first approach to change, this role helps clients keep their systems stable, accurate and fit for purpose as their business evolves.

Key Responsibilities

Configuration & Customisation Support

- Deliver configuration changes deployed via packages, including permissions, menus and workflows.
- Carry out data fixes and remediation activities in line with agreed change processes.
- Maintain and enhance custom reports, stored procedures, triggers, custom functions and correspondence templates.

BAU Triage & Troubleshooting

- Investigate and resolve production issues raised by clients, using SQL-based diagnostics and analysis to identify root causes.
- Recommend fixes or configuration changes and support them through to resolution.

Project Support

- Support client initiatives such as version upgrades and pilots, including troubleshooting defects raised during user testing and advising on required configuration or logic changes.
- Develop, review and optimise custom reports (for example CAM and recovery reporting), validating SQL logic, performance and data accuracy.

Quality Assurance & Third-Party Developer Oversight

- Review and sign off third-party developer outputs to ensure quality, performance and alignment with Gelbgroup standards.
- Raise and clearly define development tasks, coordinate remediation, and review and validate fixes prior to release.

Client & Stakeholder Support

- Work as part of Gelbgroup's delivery team on client engagements, with direction and scope managed through Gelbgroup.

- Communicate clearly and professionally with client teams and internal stakeholders to support productive working relationships.
- Proactively raise possible improvements, risks or issues that could affect client systems or projects.
- Accurately record time and activity against client engagements.
- Adapt to changing priorities and support additional activities as needed in a growing organisation, consistent with the scope and level of the role.

Skills and Experience

Essential

- Hands-on experience supporting Yardi Voyager in a client, partner or consulting environment.
- Strong SQL skills, including writing and troubleshooting queries, stored procedures, triggers and custom functions.
- Experience with Yardi configuration, including permissions, menus, workflows and package deployment.
- Experience building and maintaining custom reports and correspondence templates.
- Working knowledge of property management and real estate accounting processes, such as leasing, billing, CAM recoveries and month-end.
- Experience triaging production issues and working within change management and release processes.
- Ability to review third-party development work and write clear, testable task definitions.
- Clear communicator, comfortable working directly with client teams and managing multiple priorities.

Desirable

- Experience supporting version upgrades, pilots or user acceptance testing.
- Exposure to both commercial and residential Yardi environments.
- Yardi certifications or formal Yardi training.
- Tertiary qualification in IT, accounting, business or a related field, or equivalent experience.

Environment and Benefits

- Remote work setup based in Australia
- Flexible working hours, collaborative international culture
- Exposure to a range of Yardi clients and projects across APAC
- Participation in internal and external learning opportunities
- Opportunity to influence the direction of APAC technical services and global innovation efforts
- Cross-functional collaboration with international teams
- Access to training, internal upskilling and AI workshops

Interested in this role? Please contact Johanna Perez at johanna.perez@gelbgroup.com to apply.