



KANA makes every customer experience a good experience. A global leader for customer experience solutions delivered on-premise or in the cloud, KANA Service Experience Management (SEM) lets organizations take complete control over customer service interactions, so they can take care of customers, while managing costs and reinforcing brand. By unifying and maintaining context for customer journeys across agent, web, social and mobile experiences, KANA solutions have reduced handling time, increased resolution rates and improved net promoter score (NPS) at more than 600 enterprises, including half of the Global 100 and more than 200 government agencies. KANA's US corporate location is in Silicon Valley, California and has offices worldwide.

If you are interested in starting a progressive and gratifying career with a company that is charting new territory and going through phenomenal growth then this is the place for you! You will have the opportunity to work hand-in-hand with the world's best-known brands and industry thought leaders to shape the future of customer experience management while enjoying a flexible, collaborative and a stimulating environment that will keep you engaged.

Job Title: Finance Assistant (Commercial)

Location: Belfast

Ref: FAC 02/12

Job #: 105

Job Purpose:

The Belfast Finance operation is one of two worldwide financial hubs for the group and directs KANA's businesses in the UK, Ireland, Europe and the Middle East (EMEA), Japan and Australia.

This opportunity is for an ambitious individual who will be responsible for assisting with the provision of commercial forecasts and plans, completion of the monthly accounting pack, company wide support revenue reporting and driving support renewals. You will also assist the Commercial Accountants in controlling/continuously improving business operations as well as providing financial information that supports commercial decision making.

Key Responsibilities:

- Preparation of monthly management accounts including variance analysis and reconciliation of key balance sheet accounts.
- Ensuring revenue recognized for each revenue stream complies with US GAAP guidelines, and the provision of documentation to support this.
- Ensuring customer invoices are prepared and recorded correctly.
- Monitoring, calculating and driving support renewals.
- Provision of support reconciliations/breakdowns for Government Agencies.
- Ownership of returns made to Government Agencies.
- Supporting the calculation and completion of commissions paid including the preparation and distribution of commission statements.
- Driving/assisting with adhoc projects as they arise to improve efficiency of the business

Essential Criteria:

To be considered for this role you will need:

- To be an Accounting Technician or a part-qualified Accountant with commercial experience.
- A highly proactive person with the ability to work on your own initiative and be a team player.
- The ability to solve problems and drive solutions through to completion.

- Excellent people and negotiating skills.
- Strong IT skills, proficient in Microsoft Excel.
- To be able to work to and meet tight deadlines.
- Excellent communications skills.

Desirable Criteria:

In addition it would be advantageous if you have one or more of the following:

- Knowledge/experience of US GAAP revenue recognition (and accounting policies) for software and support
- Knowledge and/or experience in Netsuite Business Software systems
- Knowledge and/or experience in Adaptive Planning Software systems

The Company will interview only those candidates who appear from the information provided on their application form, to meet a minimum of **all** of the essential criteria. Please note desirable criteria may be applied if necessary.

Travel: Occasional travel may be required.

Location: This position will be based in KANA's European headquarters in Belfast, Northern Ireland.

Duration: This is a full time, permanent position.

Compensation: In addition to a competitive salary KANA offers a highly competitive total rewards compensation and benefits package.

To apply for this role please download an application form from the Careers section of our website www.kana.com and return to career@kana.com. The closing date is 12 March 2012.

KANA is an Equal Opportunity Employer and we welcome candidates from diverse backgrounds.