



**Software Specialist  
Constellation HomeBuilder Systems  
Redmond, Washington**

**THE COMPANY**

Constellation HomeBuilder Systems (CHS) is the leading software vendor exclusively focused on the homebuilding industry. It is North America's fastest growing and most successful provider of fully integrated information management solutions for homebuilders.

Our parent company is Constellation Software Inc. (CSI), a well-capitalized, publicly traded Canadian software company that specializes in vertical market software ([www.csisoftware.com](http://www.csisoftware.com)). CSI group of companies is leading developers of technology solutions for vertical markets globally. We are a publicly traded company on the Toronto Stock Exchange (TSX symbol is CSU). We offer the benefit of working with a medium sized company while enjoying the support and opportunity of being part of a large organization.

**THE POSITION**

The Software Specialist aka Help Desk Analyst is responsible for providing Clients with first level problem determination, analysis and resolution.

Responsibilities:

- Provides first level problem determination/resolution for Constellation HomeBuilder software products
- Documents all incoming calls in Call management tool provided
- Meets all defined service levels for unresolved problems, re-assigns ticket to the appropriate internal/external team
- Applies technical aptitude (operating systems, PCs, printers, remote control utilities etc.) in resolving client issues
- Advises the Team Leader, Customer Care of sensitive Client situations
- Attends and participates in Team meetings
- Attends CHS product training, as required
- Makes recommendations to address problems, improve service and provide improved support
- Develops frequently asked questions (FAQ) documentation
- Work shifts may vary to accommodate maximum help desk coverage

Requirements:

- University degree
- CGA or CMA certification preferred
- Courses in Residential Construction, Commercial Construction or Property Management and Real Estate Management
- 2+ years of residential/commercial construction, property management, real estate management concepts/methodologies and general accounting practices
- C#, SQL, Asp.net experience

- An aptitude for helpdesk
- Proficient in MS Windows applications
- Communication with clients at all levels from senior executives to accounting clerks and third party implementers
- Comfortable utilizing remote access utilities such as PCAnywhere
- Have the analytical ability to resolve customer issues
- Comfortable managing conflicting demands
- Excellent interpersonal skills (verbal and written)
- Positive team attitude
- Ability to adapt to a fast pace environment
- Willing to travel
- Superior analytical skills
- Works well under pressure

In addition to the above role-specific requirements, we have expectations that apply to all of our team members.

General Requirements:

- Honesty
- Concentrated focus on product users and the user experience
- Work outside your comfort zone
- Confident and passionate, but no ego
- Patience with others
- Impatience with technology

We are focused on changing the construction industry through great software, and are looking for exceptional people to join us. We're a relatively small company, but a giant in our vertical which gives our individual contributors greater ownership and input into decisions than is possible in traditionally-structured horizontal corporations and work is generally more fulfilling.

You will be working closely with other team members, so you must be in or willing to relocate to work in Redmond, Washington, US.

IS THIS YOU?

To apply for this position, submit a resume to

Greg Norwich, Director of Client Services at

[gnorwich@constellationhb.com](mailto:gnorwich@constellationhb.com)

reference job title on the subject line of your e-mail.

"An Equal Opportunity Employer"