



SOFTWARE SPECIALIST
Constellation Homebuilder Systems
Markham, ON, Redmond, ON or Baltimore, MD

THE COMPANY

Constellation HomeBuilder Systems (CHS) is the leading software vendor exclusively focused on the homebuilding industry. Our comprehensive suite of homebuilding software solutions range from production and accounting, new home sales and marketing, home warranty and service and home builder website solutions. It is North America's fastest growing and most successful provider of fully integrated information management solutions for homebuilders. Our team is composed of experienced and motivated self-starters who enjoy the thrill of working in a fast paced environment.

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). The CSI group of companies is a leading developer 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 is responsible for providing Clients with first level problem determination, analysis, training, and resolution.

JOB RESPONSIBILITIES

- Provides first level problem determination/resolution for Constellation HomeBuilder software products
- Work closely with Development documenting and reporting software related issues
- Document all incoming calls in our call management tool
- 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, Client Services 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

JOB QUALIFICATIONS

- College/University degree in Business Administration, Computer Science, or related discipline.
- Accounting knowledge or working towards CGA or CMA certification preferred
- Courses or Experience in Residential Construction, Commercial Construction or Property Management, Real Estate Management and/or IT field.
- Experience using any of the NEWSTAR Suite of Products would be a great asset.



- Proficient in MS Windows applications and Basic SQL knowledge
- Presentation skills (in-person and on web conferences)
- Comfortable utilizing remote access utilities such as Remote Desktop, VPN
- Superior analytical skills to resolve customer issues
- Self-Managed and motivated with an ability to work with minimal direction in a collaborative team environment
- Excellent time management and should be able to set priorities and managing conflicting demands
- Excellent interpersonal skills both verbal and written.
- Provide courteous, friendly, and professional communication with external and internal stakeholders.
- Positive team attitude and ability to collaborate with team members and coworkers
- Ability to adapt to a fast pace environment
- Works well under pressure
- Willing to travel

We are focused on changing the homebuilding industry through great software and services and are looking for exceptional people to join us. Remote candidates will be considered under the right circumstances.

IS THIS YOU?

To apply for this position, submit a resume to Robin Heggie at rheggie@constellationhb.com

For job related inquiries, please e-mail to Greg Norwich, Director of Client Services at gnorwich@constellationhb.com

Please feel free to browse our website for further information at www.constellationhb.com

“An Equal Opportunity Employer”
Posting Period: March 11 to May 15, 2021