



**TECHNICAL: SERVICE ENGINEER**  
**Constellation HomeBuilder Systems**  
**West Coast Canada**

**THE POSITION**

Reporting to our Technical Services Manager the successful candidate will provide technical help for users of our organization and customers.

Technical Services Engineers + Local IT

- Will respond to inquiries, and they evaluate and resolve issues relating to IT equipment and applications.
- They provide technical care for any aspect of the information systems unit, including system hardware, operating systems, applications, and networks.
- They perform troubleshooting with proper communication to the stakeholders.
- They work closely with an organization's IT department to aiding work that may be outside the scope of their expertise.
- Technical Services Engineers + Local IT provide support relating to common incidents, and they serve as a single point of contact for any technical issue.

**QUALIFICATIONS AND SKILLS**

When it comes to Technical Services Engineers + Local IT, there are many numbers of certificate and certification programs that focus more or less exclusively on the technical aspect of the platform, and the different job roles it helps. The higher number of credentials that they can acquire will confirm the senior level of technical support.

Certifications, such as MCSA, PCCSA can help take your career to greater heights.

Technical Services Engineers + Local IT resolve direct customer issues by support with technical knowledge to fix software and hardware configuration issues. The organization usually hire applicants with at least an associate's degree, along with the below skills:

- Technical expertise – as they regularly play a direct role in fixing a client's problems, need excellent technical and system expertise
- Problem-resolving abilities – are mainly problem-solvers, so they should be able to devise technical and original solutions to user problems
- Communication – operational message is key in this role since required to collect data about issues, prepare comprehensive notes and reports, and walk users through the stages they can take to fix software and hardware configuration problems
- Time administration – requires excellent time management aids and should be able to set priorities when covering multiple issues
- Team partnership – routinely work with customer IT personnel to resolve user issues, so they need to collaborate with team members and coworkers

## WHAT YOU WILL LOVE ABOUT US

- Doing work that has direct impact to customers and an industry•
- Working with a team of confident, self-starting, and persistent people with visible passion•
- Opportunity to work outside of one's comfort zone and within the thrill of a fast-paced environment•
- Corporate bonus program•
- Great health and dental insurance benefits

## ABOUT THE COMPANY

Constellation HomeBuilder Systems is the leading software provider exclusively focused on the homebuilding industry. Our comprehensive suite of software solutions ranges from production and accounting, new home sales and marketing, home warranty and service, and homebuilder website solutions. We are the fastest growing and most successful provider of fully integrated information management solutions for homebuilders.

Our parent company is Constellation Software Inc, a well-capitalized, publicly traded company that specializes in vertical market software. Join our team for the benefit of working with a medium sized company while enjoying the support and opportunity of being part of a large organization.

Please email your cover letter, resume, and salary expectations to:cscherbarth@constellationhb.com

Please reference the job title on the subject line of your email.

Please feel free to browse our website for further information about us

at:[www.constellationhb.com](http://www.constellationhb.com)

"An Equal Opportunity Employer"Posting

Period: March 4, 2021 – April 30, 2021

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