



## **SOFTWARE SPECIALIST**

### **Constellation Homebuilder Systems**

#### **THE POSITION**

Reporting to our Customer Care Manager the successful candidate will provide software support directly to our customers.

- Provides first level problem investigation and resolution for NEWSTAR Suite of Products.
- Work closely with development documenting and communicating software related issues
- Accurate and timely tracking of all reported issues 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

#### **QUALIFICATIONS AND SKILLS**

Our Software Specialists are customer facing where we build key customer relationship delivering superior customer support for our products. The organization usually hire applicants with the below qualification:

- 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 interpersonal skills both verbal and written.
- Provide courteous, friendly, and professional communication with external and internal stakeholders.
- Ability to adapt to a fast-paced environment

- Excellent time management and set priorities managing conflicting demands
- Positive team attitude and ability to collaborate with team members and coworkers
- Works well under pressure
- Willing to travel

### **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.

#### **Is This You?**

To apply for this position please submit a resume and cover letter to Robin Heggie at [rheggie@constellationhb.com](mailto:rheggie@constellationhb.com)

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