



ACCOUNTING SOFTWARE SUPPORT ANALIST
Constellation HomeBuilder Systems
Markham, ON

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 Accounting Software Support Analyst 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
- Provide training services to customers as needed
- 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 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

- 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
- Proficient in MS Windows applications
- Presentation skills (in-person and on web conferences)
- 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

IS THIS YOU?

To apply for this position, submit a resume to Human Resources at cyau@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"