



Software Support Specialist

Location: Markham, ON

Direct Hire

About Constellation Dealership:

Constellation Dealership Software group is a wholly-owned subsidiary of Constellation Software Inc. (TSX:CSU), a leading provider of software and services to a select group of public and private sector markets. We acquire, manage and build industry-specific software businesses, which provide specialized, mission-critical software solutions to address the particular needs of our customers.

Position Summary:

In this role you will provide customer support, via phone and email to users and/or customers. Your responsibilities will include:

- First point of contact to answer customer support calls and emails, working with all levels of customer users, management, and technical staff.
- Diagnosis, recommend or perform minor remedial action to correct known issues and attempt to resolve unknown moderately complex technical issues or unexpected results.
- Instructs customers in the use of install, configuration, and user manuals.
- Timely recognition and escalation of complex or high priority issues to Technical Support Analyst II or Manager, Customer Care.
- Provide training and/or reasonable workarounds to resolve unexpected results or system limitation
- Use ticketing system to record issue, testing, resolution, and administrative tasks
- Rotating after hours/weekend support
- Other responsibilities as assigned.

Qualifications:

- Minimum 4 years of customer support experience of enterprise software
- Aptitude in software and operating system troubleshooting techniques/methodologies
- Experience with .NET based software programs is an asset
- Experience with SQL is an asset
- Technical aptitude; analytical and critical thinking skills
- Customer centric focus
- Commitment to/track record of consistent issue resolution and customer follow up

If you are interested in this opportunity, please [click here](#) to send a resume to our HR team.