



Software Support Specialist **R.O. Writer, a Constellation Software Company**

The Company

Constellation R.O. Writer Inc. (ROW) is a leading automotive repair shop software business. ROW is a market leader with a long history of success in serving independent and franchises automotive repair shops. Their software helps shops increase efficiency, predictability, and profits. They are used in over 4,000 shops across North America.

ROW was recently acquired by The Perseus Group, an operating group of Constellation Software Inc. Constellation, together with its subsidiaries, acquires, builds, and manages vertical market software businesses in the United States, Canada, Italy, Germany, India, United Kingdom, Brazil, and internationally. It is a public company and trades on the Toronto Stock Exchange (TSX: CSU).

The Role

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

Location: Markham office (remote for now)

Permanent, Direct Hire Opportunity

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