



## Tier 1 Technical Support Analyst at R.O. Writer

### The Company

Constellation R.O. Writer Inc. (ROW) is a leading automotive software business and an innovative market leader with a long history of success in serving independent and franchised automotive repair shops. Their software helps these shops increase efficiency, predictability, and profits which has allowed ROW to become the trusted partner for over 4,000 businesses 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 and internationally. Constellation Software Inc. is a public company that trades on the Toronto Stock Exchange under (TSX: CSU).

### The Role

You will provide excellent customer support, via phone and email, to R.O. Writer Customers. You will directly impact the ability of R.O. Writer customers to successfully utilize applications at all phases of the customer lifecycle.

### Job Responsibilities

- Be the first point of contact to answer customer support calls and emails, working with all levels of customer users, management, and technical staff.
- Diagnose, recommend or perform minor remedial action to correct known issues and attempt to resolve unknown moderately complex technical issues or unexpected results.
- Instruct customers in the use of installation, configuration, and user manuals.
- Escalate complex or urgent issues as needed.
- Provide reasonable workarounds to resolve unexpected results or system limitations
- Use the R.O. Writer ticketing system to record issue, testing, resolution, and administrative tasks
- Rotating after hours/Saturday support

### Qualifications

- Customer support experience of enterprise software
- Strong written/verbal communication skills
- Aptitude in software and operating system troubleshooting techniques/methodologies
- 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.