



## Tier 2 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).

As a people focused organization The Perseus Group believes in empowering their businesses by giving control to the leaders within the operations to drive decisions and results. We prefer to treat our acquisitions like people, not property. That's why we do our best to ensure growth and development of our teams. In other words, we trust our business leader's ability to deliver.

**The Perseus Group does not collect businesses. We nurture and help them grow.**

### The Role

The Technical Support Analyst Tier 2 plays a critical role in supporting R.O. Writer customers by providing advanced technical support via phone, email, and other avenues. The Analyst handles Tier 1 escalated tickets and complex customer issues, works closely with other departments and third parties/partners as needed, and provides training and guidance to Tier 1 team members.

The role reports into the Manager of Tier 2 Technical Support.

### Duties/Responsibilities

- Respond to telephone, e-mail, and web-generated requests for support, including problem analysis, initial resolution and/or escalation.
- Efficiently and quickly triage technical issues and appropriately escalate priority issues and unresolved issues to Tier 3 Technical Support, with all relevant details and troubleshooting documented
- Provide training and/or reasonable workarounds to resolve unexpected results or system limitations
- Provide initial desktop, server, and network hardware and software troubleshooting
- Provide support to installers and field representatives when appropriate and as needed
- Act as coach and trainer for the Tier 1 Technical Support team members

- Deliver excellent customer service through professional communication with customers and a customer-centric attitude
- Collaborate on the creation and maintenance of documentation & the knowledge base
- Use the R.O. Writer ticketing system to record issue, testing, resolution, and administrative tasks
- Follow defined process and take part in driving process improvement
- Work on an “on call” rotation during off hours, and work evenings, weekends, and holidays as needed.
- Perform other duties as required

### **Qualifications**

- Minimum of 2 years of Technical Support of enterprise software
- Aptitude in software and operating system troubleshooting techniques/methodologies
- Strong working knowledge of Windows Operating Systems
- Strong understanding of database principles and structure
- Knowledge of SQL, able to write basic SQL commands to identify and correct errors
- Excellent networking knowledge (TCP/IP, DNS, Ping)
- Strong knowledge of Windows permissions including Domain, Local, Terminal Services
- Fundamental knowledge of Windows Registry (HKLM vs HKCU)
- Understanding of Antivirus/Firewalls and best practices
- Strong written/verbal communication skills
- Customer service skills, including the ability to work with users of all ability levels
- Comfortable working with 3<sup>rd</sup> party vendors
- Strong analytical, problem-solving, and critical thinking skills
- Detail oriented and the ability to consistently follow team procedures and documentation
- Fast learner
- Team player

### **Location**

- Remote

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