**Location: Remote CAN/US**

**Direct Hire**

**The Business:**

IDS, Integrated Dealer Systems, is the leading provider of complete software solutions for RV, marine, and trailer dealerships. Our software helps Dealerships to position themselves for growth, financing, acquisition, or IPO. Our customers are among the largest RV and Marine dealerships, and we are proud to be their trusted technology partner.

**The Position:**

The Dealership Software Support Analyst provides exceptional customer support for our clients and assists clients with a variety of technical issues focusing on hardware and software support of our Dealership Management System. The Analyst provides friendly, quality, and professional assistance in the use of our applications.

**Currently IDS is only entertaining applicants with direct IDS software experience.**

**Job Responsibilities:**

* Rapidly gain expertise with our software products.
* Under supervision, receive and record calls (tickets), and provide support to end users on a variety of IDS software related issues.

**Software Support Analyst**







www.constellationdealer.com



* Provide Technical Support via telephone, email, and chat.
* Excellent and personable communication with customers.
* Assist clients with troubleshooting issues.
* Enter and maintain detailed documentation.
* Track and monitor problems to ensure a timely resolution.
* Gather, document, and present detailed documentation on researched issues.

**Job Qualifications:**

* At least 1-2 years of relevant experience in a customer centric role with RV/Marine dealership is mandatory.
* Experience supporting business application software that includes retail, ERP, CRM or other related types of business software systems.
* An understanding of either CRM, accounting, or retail dealership operations preferred.
* Thorough understanding and ability to use Microsoft Office suite.
* Excellent communication (written and verbal), customer service, and organization skills.
* Analytical ability; troubleshooting process knowledge.
* College or University degree preferred.

