**Networking Support Analyst**

Location: Wake Forest, NC

**THE COMPANY**

Constellation’s Dealership Group is the proven market leader, providing software, hardware and services to dealerships across North America and is comprised of three market leading product lines which offer mission critical software across five specialized dealership markets, including: Outdoor Power Equipment, Power Sports, RV, Marine, and Independent Automotive Dealerships. The Constellation Dealership group is part of Constellation Software Inc, with annual revenues in excess of $900 million.

Constellation Software Inc. (CSI) was founded in 1995 to assemble a portfolio of vertical market software companies that have the potential to be leaders in their particular market. Since then, CSI has grown rapidly through a combination of acquisitions and organic growth, and established a strong constellation of companies with a large, diverse customer base comprised of over 14,000 customers operating in over 30 countries around the world. Constellation Software Inc. is listed on the Toronto Stock Exchange under the symbol CSU.

**THE POSITION**

The Dealership Networking 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.

Work in a fast paced, fun environment with a hard working, fun and friendly team. Growth opportunities are available.

**Job Responsibilities:**

* Rapidly gain expertise with our networking, hardware and software products.
* Under supervision, receive and record calls (tickets), and provide support to end users on a variety of hardware, networking and software related issues.
* Provide Technical Support via telephone, chat, email and fax.
* Excellent and personable communication with customers.
* Assist clients with troubleshooting issues.
* Enter and maintain detailed documentation.
* Track and monitor problems to insure a timely resolution.
* Gather, document, and present detailed documentation on researched issues.
* Work with team members.
* Consistent attendance a must.

**Job Qualifications:**

* Deep understanding of Microsoft Technology stack. This includes currently supported versions of Microsoft’s desktop and server operating systems, Exchange and Active Directory.
* Experience supporting Virtualization technologies from VMWare, Citrix or Hyper-V
* Working knowledge of supporting remote printing in a virtual desktop environment a plus.
* MCSE, CCNA and/or Linux certification.
* Thorough understanding and ability to use Microsoft Office suite.
* Excellent communication (written and verbal), customer service, and organization skills.
* Analytical ability; troubleshooting process knowledge.
* 2 to 4 years of IT college education.
* 1-2 years of relevant experience in a customer service role at a technology company.

**Attributes:**

* Strong work ethic.
* Accepts feedback from others.
* Identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
* Communicates clearly and professionally even when under pressure.
* Collaborator with team members to ensure commonality and cohesiveness.
* Quality—looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.
* Displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions.
* Prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
* Safety and security—actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

Essential Functions: Regularly use computer, phone, and office equipment. Reading computer screen, keyboarding, and sitting for up to 8 hours per day. Able to lift and carry a computer. Communicate verbally and in writing with customers and team members.

