ALBERTA SOFTWARE SUPPORT TECHNICIAN

Are you customer service-oriented with exceptional communication skills? Do you have a passion for solving problems and helping people? Can you maintain a positive and professional attitude even while working in challenging and sometimes stressful situations?

If the answer is yes, MuniSoft may have a spot for you! We are searching for those special few who will take on challenges and turn them into opportunities. We hire naturally proactive people who desire to help local communities by supporting small municipalities with their software needs.

Our **Software Support Technicians** provide support for the applications we develop and install in municipal government offices across Canada. Our support team members are also encouraged to diversify their positions by training, creating website content or working with other departments. These additional tasks are usually assigned after approximately two years of internal training.

This is a **full-time, permanent** position with the option to work from home or one of our branch offices in Regina, SK or Kingston, ON. Hours are **Monday to Friday, 8:30am – 5:00pm MT**.

The application process involves three phases: Accounting test, scenario assessment (play the role of support), and interview.

Key Responsibilities

- Providing front-line software support to our municipal clients 8:30am – 5:00pm MT
- Be the point person and **expert in Alberta taxation rules** and how they work in MuniSoft programs
- Updating internal systems with concise, timely and accurate information regarding client calls and email correspondence
- Providing feedback, direction and assistance to other MuniSoft staff regarding the software's functionality and user interface design
- Creating documents and providing data to support client-requested software changes
- Leading online training to small groups of clients
- Providing assistance to our software Quality Assurance department as time permits

Requirements

- 5 years of experience using MuniSoft or equivalent accounting experience
- Accounting knowledge
- Bookkeeping experience
- Understanding of Alberta taxation billing options
- Ability to excel in a fast-paced, time-sensitive position

- Excellent oral and written communication skills, including a pleasant, professional phone manner
- High level of comfort working with computers and using a variety of software programs
- Proven problem-solving and multi-tasking abilities
- Periodic travel for onsite training, conventions or staff meetings
  - <u>Note</u>: MuniSoft's **Annual General Meeting** is held in Regina, SK. All staff are required to attend. The date is typically announced 10 months in advance.

Assets

- Experience working in a municipal office as a financial clerk or administrator
- Prior training experience

Compensation

- Starting salary range is $48,000 - $53,000/year based on applicable experience

Top reasons to become part of the MuniSoft family:

- **Generous benefits package.**
  - Extended Health/Dental (cost-shared plan between employees and MuniSoft)
  - 3 weeks paid vacation
  - 6 paid sick days
  - 3 Personal Leave Days
  - 12 paid stat holidays
  - RRSP contributions
- **Your input matters.** Our staff can provide input throughout the product development cycle. They also have the opportunity to attend client training sessions to see the end results being used by clients.
- **Cross Team Communications.** MuniSoft doesn't just make great software. We also implement and support those programs. Our various departments service hardware, sell forms and maps and help troubleshoot accounting issues.
- **Ongoing training.** At MuniSoft, you can expect to receive various opportunities, not just for your initial training but for continuous ongoing training throughout your career.
- **We're here to stay.** We've been providing computer software and hardware solutions for over 35 years; and are growing stronger with each year. We have over 750 municipal clients across Canada.
- **Our clients love us.** We have a solid reputation for creating easy-to-use, full-featured software backed by unparalleled support services. Our clients love that we care so much about them!
- **Nationwide.** We serve clients from our head office in Regina, SK, a branch office in Kingston, ON, and multiple home offices throughout the country.
- **Paid birthday off.** Yes, you read that right. At MuniSoft, we give you the best present you could ask for (after one year of service) – your birthday off WITH pay!

- **We value your time.** Overtime is rarely required at MuniSoft. Employees are done work at the end of their day and do not need to monitor communications outside of work hours.

How to Apply

Submit your resume and cover letter stating relevant experience to **Nicole Andrew**, Managing Director, hr@munisoft.ca. Your cover letter should address the following application questions:

- What enticed you about this job post?
- Could you briefly describe your work background?
- Why are you interested in working for our company?
- What is it about this role that makes it a good fit for you?

MuniSoft supports all of our staff to improve their accounting skills, but applicants require basic municipal accounting knowledge to be considered. Selected applicants will be required to complete a basic accounting assessment before moving on to the next phase of the hiring process.

We thank all applicants for their interest. However, only candidates selected for interviews will be contacted.

Visit www.munisoft.ca to learn more about MuniSoft, the clear leader in local government software solutions.

MuniSoft
Municipal Software... and More!