



**Position: Microsoft CRM Client Support Analyst**

**Location: Houston Galleria Area**

**Position Description/Responsibilities:**

You will be working as part of the Client Support Team reporting to the Director of Client Support providing functional and technical application support to clients using our Lease CRM solution.

Primarily dealing with telephone and email inquiries to the support desk and responding by telephone and email as appropriate to the users of the software solutions we provide. You will be working closely with global inter-company departments/teams such as Sales, Sales Ops and Development to provide assistance and resolve product queries raised by our clients. Gaining knowledge of the products over time both through formal and 'on the job' training. With increased product knowledge, there will be potential to get involved in providing demonstrations of the real estate solutions to prospective clients, attending trade exhibitions involving the possibility of some travel opportunities.

**Essential Skills:**

- 2+ years using Microsoft Dynamics CRM (3.0 or higher), CRM-certified a plus.
- 2+ years of experience using and troubleshooting Windows server, Microsoft Exchange server, and Office Communications server.
- 2+ years experience w/SQL 2005/2008.
- Excellent knowledge of Microsoft Office products.
- Aptitude for learning new technologies/applications.
- Good analytical skills and attention to detail.
- Mathematical aptitude would be a strong advantage.
- Excellent customer service skills.
- Able to work independently.
- Confident and professional manner.
- Excellent written and verbal communication skills.
- Self motivated team player.
- Ability to work under pressure, prioritize and meet deadlines when required.

**Preferred Skills:**

- Microsoft CRM customization/installation experience is an advantage.
- Microsoft CRM-certified.
- Any other MS certifications a plus.
- SQL Server Reporting Services experience a plus.
- Experience with SharePoint Services is a plus.
- Commercial real estate/finance background/experience.
- Prior exposure to ARGUS Software solutions is an advantage but not essential.
- University graduate.
- An additional language is a strong advantage.

The role is a permanent position based out of our headquarters in Houston.

**How to Apply:**

Qualified applicants email your resume to [kwilliams@argussoftware.com](mailto:kwilliams@argussoftware.com).