



**Position: Real Estate Software 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 software products. 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:**

- Excellent knowledge of Microsoft Office products (specifically Excel).
- I.T. Literate and good command of Windows operating systems.
- Mathematical aptitude would be a strong advantage.
- Excellent written and verbal communication skills.
- Confident and professional manner.
- Proven or previous presentation/client facing skills.
- Good analytical skills and attention to detail.
- Self motivated team player.
- Ability to learn software and pick up new concepts quickly.
- Ability to work under pressure, prioritize and meet deadlines when required.

**Preferred Skills:**

- Commercial real estate/finance background/experience.
- Software Application Support/customer service experience.
- An additional language is a strong advantage.
- University graduate.
- Prior exposure to Argus Software solutions is an advantage but not essential, as full training will be given.

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).