

SOFTWARE SUPPORT TECHNICIAN

- ✓ Customer service-oriented
- ✓ Exceptional communication skills
- ✓ Passionate about helping people
- ✓ Remain positive and professional in challenging situations

If these traits describe you, consider joining the MuniSoft team! 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.

Standard hours of work are **Monday to Friday, 8:30 a.m. – 5:00 p.m.** Most of our support staff work from home offices if the requirements are met (see below). However, preference is always given to staff members who can work full-time at the Regina branch office.

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 8:30 a.m. – 5:00 p.m.
- 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 for small groups of clients

Requirements

- 5 years of experience using MuniSoft or equivalent accounting experience
- Accounting knowledge
- Bookkeeping experience
- 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
 - Note: MuniSoft's General Meeting will be September 22 – 26, 2025 in Kenosee, SK. All staff are required to attend.
- Our staff support our clients during their peak time of year. **As such, employee vacations are not approved in January.**

Assets

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

Compensation

- Starting salary range is \$50,000 - \$55,000/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
 - 10 paid sick/personal days
 - 13 paid stat holidays
 - Matching 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 also service hardware, sell forms and maps and help troubleshoot accounting issues.
- **Ongoing training.** At MuniSoft, you can expect various opportunities for your initial training and continuous ongoing training throughout your career.
- **We're here to stay.** We've been providing computer software and hardware solutions for over 40 years and are growing stronger 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 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. **The deadline to submit your application is February 10, 2025.** 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 staff in improving 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.

Working from home

Though MuniSoft prefers employees to work from our National Office, employees who can show consistent productivity can work from home with the following conditions:

- Access to a quiet space to work, free from interruptions or distractions
- High speed, reliable internet is required
- MuniSoft provides a laptop and monitor as well as a VoIP account
- Participate in virtual video interactions to maintain team cohesion
- Travel to the National office or designated meetings should be anticipated. The company provides accommodation and most meals. Depending on the required frequency, travel time and expense may be an employee cost.
- Employees require approval to relocate if they wish to maintain their positions

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.