



Position: Real Estate Software Support Analyst – Europe

Location: NW7, London, UK

Who Are ARGUS Software?

ARGUS is the developer of industry standard products including ARGUS Valuation Capitalisation, ARGUS Developer, ARGUS Valuation DCF and ARGUS budgeting solutions. ARGUS Software deliver solutions and services that enable its clients' to better, and consistently, manage the financial and operational performance of their property portfolios and development opportunities. We have over 90,000 users of our software globally and are the market leaders in the provision of forecasting real estate software.

We are the industry standard software provider in the UK and US and already have an established and prestigious client base in Europe. We have delivered software in 29 of the 37 countries that make up Europe and have many users of our solutions worldwide. The Head Quarters of ARGUS is in Houston, Texas but we have offices in Singapore, Canada, Australia, the UK and a number of other US offices. Our culture is performance-based and open to anyone who is ready to take on a challenge and see it through!

Position Description/Responsibilities:

Reporting to your line manager you will be working as part of the European Client Support Team to provide 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 UK and 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 European travel opportunities.

Essential Skills:

- Excellent knowledge of Microsoft Office products (specifically Excel).
- Minimum of 12 months commercial experience.
- 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.
- Minimum of 4 GCSE's grade A-C (including Maths and English).
- Self motivated team player.
- Ability to learn software and pick up new concepts quickly.
- Ability to work under pressure, prioritise and meet deadlines when required.

Preferred Skills:

- Property/finance background/experience.
- Software Application Support/customer service experience.
- An additional European Language is a strong advantage.
- A-Levels or University graduate.
- Prior exposure to Argus Software programs is an advantage but not essential, as full training will be given.

The role will be based at our offices in North London. The office is likely to relocate to Central London at the end of 2011.

How to Apply:

Please send a cover letter specifying positions of interest for which you are applying along with your CV to: odurham@argussoftware.com and recruitment@argussoftware.com