CityView is a business unit within MS Govern, a wholly owned subsidiary of Harris Computer Systems.

The CityView software product was first created in 1986 to serve local governments interested in managing their permitting, code enforcement, land management, and related business processes. Strong emphasis is placed on integrating with GIS and other 3rd party systems, such as finance and document management.

As a company that values being a dominant player in its sector with cutting edge solutions, we are looking for talented, motivated customer-oriented individuals to join our team.

POSITION SUMMARY

In the key role of interpreting and creating business rules within the CityView software, our customers rely on you to configure the system to support their business processes. You will interact with our customers, on-site, on-line and over the phone to ensure their satisfaction.

An enthusiastic, team oriented individual, you are dedicated to providing outstanding customer service, have a knack for details and thrive on working in a fast-paced, demanding environment.

After an initial training period, the hours of this position will be 9am - 5pm. The incumbent must be flexible to work overtime.

KEY DUTIES & RESPONSIBILITIES

- Define and analyze client business requirements; interpret and apply information within the scope of the project.
- Work closely with Conversion Specialist to achieve smooth transition of data.
- Configure the software with business rules to allow clients to conduct their business processes.
- Provide outstanding customer service and resolve client issues throughout the implementation process.
- Work closely with the CityView Project Manager to support the client through all phases of the conversion project.
- Be an expert on the functionality and capabilities of the software, making enhancement requests to our product development team when appropriate.
- Train a variety of courses applicable to the project implementation, including initial “data collection” type training, validation training, end user training, configuration training and report writer training.
- Travel is a requirement.

EXPERIENCE & EDUCATION

- Previous experience with local government is an asset.
- Post-secondary education in a technology-related discipline or equivalent work experience is an asset.
- 2+ years of programming, database, or IT experience.
- Project management, adult education, and/or software implementation experience are all assets.
COMPETENCIES & SKILLS

- A strong understanding of database applications (e.g. MS Access, FoxPro, etc.) is an asset.
- Strong analytical skills.
- Experience with Crystal Reports (or equivalent) is an asset.
- Outstanding oral and written skills and telephone manner are required.
- Travel is required.

SALARY

Salary will be commensurate with experience and job responsibilities. MS Govern offers excellent fringe benefits including a generous vacation policy and health, dental, life and disability insurance.

To apply for this position, please send your resume in Word format to smccormick@msgovern.com with the job title in the subject line.

NO TELEPHONE CALLS PLEASE

Please feel free to browse our website for further information at:
www.harriscomputer.com
or
www.msgovern.com

“An Equal Opportunity Employer”

Accepting applications until May 31, 2011

We thank all applicants for their interest in employment with MS Govern, CityView

Due to the volume of responses, only those candidates selected will be contacted.