

## **ONESITE SUPPORT SPECIALIST**

Seeking an experienced property management software specialist to join our team in our **New York City and Washington, DC metropolitan area** offices to participate in the research and analysis of RealPage's OneSite system application needs and problems for users. To provide assistance, advice, problem solving, and technical information to site personnel regarding the use of software applications; and act as liaison with staff regarding the status of their requests.

This position exercises responsibility for the coordination and application of established procedures related to information systems operations and for ensuring the accuracy and timeliness of OneSite system output, assuring that generated output meets the needs of end users. The candidate in this position receives direct supervision from Senior Vice President of Compliance within a framework of standard policies and procedures.

### **PRIMARY RESPONSIBILITIES:**

- OneSite training to all levels of site personnel
- Software support, maintenance and module implementations
- Provide back-office support to administrative team backend procedures
- Help desk support to troubleshoot and correct issues
- Maintenance of help desk software and test environments as well as writing and updating procedures.

### **QUALIFICATIONS INCLUDE:**

- Advanced knowledge of RealPage OneSite software
- A minimum of five (5) year's property management experience
- Advanced technical/computer skills including MS Office as well as the ability to quickly learn software programs
- Knowledge of affordable housing policies and practices as well as practical understanding of accounting processes, including accounts payable and receivable, is preferred
- Excellent written and verbal customer service communication skills

### **COMPENSATION**

- In addition to salary commensurate with abilities and experience, a comprehensive benefits program including healthcare and retirement plans are included in compensation package
- Submit salary requirements with response

**EQUAL OPPORTUNITY EMPLOYER**