

# True Automation, Inc.



# Job Opening

[www.trueautomation.com](http://www.trueautomation.com)

**Full Time Position Title**                      **Technical Support Specialist**

**Location:**                                              **Plano, Texas**

**True Automation, Inc.** is the premier provider of property tax and appraisal solutions in Texas, complimented by GIS Integration Services. Incorporated in 1997, True Automation has quickly become the most progressive **Computer-Aided Mass Appraisal (CAMA) and Tax Collection Software Package used by local governmental agencies** (County Appraisal Districts and Tax Collection Offices). We entered the national market in 2008 with a complete software revision. At True Automation our most valued assets are our 90+ employees and the relationships we build with our customers. TA annually has been named one of the Fastest Growing Technology Companies by the Metroplex Technology Business Council.

**Job summary:** Responsible for providing support services to our clients, via the telephone, online, electronic and on-site client visits. Assists clients with a **Computer-Aided Mass Appraisal (CAMA) and Tax Collection Software Package** used by local governmental agencies. Therefore, appraisal, real estate, accounting skills, and technical skills are desired.

**Summary of essential job functions:** Experience with application technical support would be preferred. Must have excellent communication and customer interaction skills, and be able to thrive in a team-oriented environment. The ability to self-manage is very important. The position requires learning to an in-depth degree the company's growing library of software applications. This knowledge must extend beyond the basics into the advanced software features.

**Some Applicant Successful Attributes:** Accounting Principles, Database knowledge (SQL Server, Access) and MS Office knowledge (Word, Excel, and Outlook) are important tools in this position. The candidate must have the ability to analyze issues, establish priorities, and anticipate consequences.

**Educational / Experience / & Personal Requirements:** The ideal candidate would possess a combination of and demonstrated experience in an Appraisal or a Tax Office background; a Technical background in an in-house Microsoft desktop software application, and complimentary educational achievements. *Salary is going to be determined by experience, but this position is not intended to be on the career ladder of the highly technical.*

- Excellent communication skills, both written and verbal (Telephone – must be able to speak clearly and be understood by our customers.
- Ability to grasp the fundamental concepts of the Property Appraisal and Tax Collection Industry.
- Performs standard and routine assignments independently.

**Special Requirements and Considerations:** Travel to Client Sites as necessary, sometimes on short notice.

**If interested, eligible to work permanently in the United States and you meet the requirements stated above: Email your resume, cover letter and salary requirements to [jobs@trueautomation.com](mailto:jobs@trueautomation.com)**

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. All personnel may be required to perform duties outside of normal responsibilities from time to time, as needed.