

## **Integration & Application Support Specialist**

With over 25 years of experience, Process Solutions Canada Limited integrates proven technologies with our cement industry targeted software to provide systems for shipping automation, production quality management, and provision of advanced control. Process Solutions is the leading supplier of cement shipping systems in North America, and a leading supplier of Laboratory LIMS as well as Raw Mix Control Systems throughout the world. At Process Solutions, we take pride in everything we do and care about our customers, our people and our products. We provide a work environment conducive to the growing needs of our employees, and together are building a world-class company.

A versatile and dedicated group of *technical specialists* provide comprehensive installation and long term technical support services of our software, hardware and integrated assemblies. We are looking for energetic and passionate individuals to fill immediate openings for Integration and Application Support Specialists. As a growing firm, we require self-motivated, team players with a commitment to excellence in customer support including: problem analysis and diagnosis, system installation, user training and software testing. A dedication to meeting the needs of the customer is a must. The successful candidate(s) will work as a key member of one of our portfolio teams, based in our Edmonton office.

Interested candidates must possess the following:

- Excellent interpersonal and communication skills
- Excellent trouble-shooting, analytical and multi-tasking skills
- Strong mechanical aptitude and hands-on experience
- Ability to work independently and in a team environment
- Ability to work with, support and manage relationships with customers
- Willingness and ability to travel
- Strong working knowledge of Microsoft's Windows environments
- Significant experience with PC hardware configuration
- Good foundation in software installation and troubleshooting skills of Windows and network issues
- Knowledge of Windows networking

These additional qualifications would be an asset:

- Technical diploma in a computer related discipline, or equivalent experience
- Experience in end-user software support of Windows-based applications
- Industrial experience in a lab or plant environment
- Exposure to the electrical trade / electrical process equipment and ability to read electrical drawings
- Exposure to process control and/or PLCs
- Experience with software testing methodologies and software testing
- Experience with relational databases such as SQL Server or Oracle
- Experience in writing end-user documentation
- Microsoft Certified Professional status
- Strong verbal and written skills in a language other than English, preferably French or Spanish

**Interested candidates should apply with resume and covering letter, via email to:**

[Careers@pscl.com](mailto:Careers@pscl.com)

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