

Technical Support Analyst

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.

We are currently seeking an energetic and organized individual to provide customer support and testing of our cement laboratory and advanced control applications. 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
- Ability to work independently and in a team environment
- Ability to work with, support and manage relationships with end-users
- Experience with OS and application software installation and configuration
- Experience with testing and quality assurance of application software
- Strong working knowledge of Microsoft's Windows environments and networking
- Willingness and ability to travel

These additional qualifications would be an asset:

- Technical diploma in a computer/chemistry related discipline, or equivalent experience
- Experience in end-user software support of Windows-based applications
- Industrial experience in a lab or plant environment
- Experience in liaising between end-users and IT developers
- Experience with relational databases such as SQL Server or Oracle
- Experience in writing end-user documentation
- Knowledge of PC hardware configuration
- Microsoft Certified Professional status
- Strong verbal and written skills in a language other than English, preferably Spanish

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

Careers@pscl.com

Process Solutions Canada Ltd.
16240 – 116 Ave
Edmonton, Alberta, Canada, T5M 3V4
Phone: (780) 452-2227 Fax: (780) 488-5449