PSCL

Job title	*Support & Integration Analyst I*
Reports to	*Manager, Customer Support & Integration*
Reports Indirectly to	*Project Manager*

Job purpose

The Support & Integration Analyst I contributes to the success of the company by providing technical customer support, installation and training to clients using Process Solutions Canada Limited products. The Customer Support & Integration team is vital to the way PSCL markets its products and services.

Duties and responsibilities

All Support & Integration Analysts
- Log, investigate, escalate, and resolve support requests from customers via e-mail and telephone
- Provide on-call (24/7) support to customers on a rotating basis
- Provide training and guidance to customers both on-site and remotely
- Perform quality assurance testing as required on all products
- Create and contribute to portfolio documentation using WIKI and Sentry
- Travel to customer sites to provide commissioning and training of products
- Report to management team on a daily basis while on site providing commissioning and training to clients
- Provide remote commissioning and training of products when required
- Participate in bi-weekly team meetings and act as secretary on a rotating basis
- Maintain customer information in Sentry – including hardware details, software versions and customer contacts details
- Work within the time allotments provided by the Customer Support & Integration Manager and report immediately variations in time required for allocated work
- Accurately record time use in Time Track application

Account Manager
- Open call review/monitoring
    - Ensuring calls are opened and client has been contacted
    - Providing status updates to the clients
    - Closing out support calls after upgrades

- Maintaining client specific documentation
  - Visio site drawings
  - Sentry records (Computers/kiosks/PLCs/firewalls, installed versions, contacts)
  - VPN connection procedures
  - PLC programs
  - Customer Specific CDM usage (Interfaces, unique applications, etc.)
  - Storage Manager templates
  - Virtual environment maintenance
  - System Support maintenance (purging logs, database backups, etc.)
- Site audits
  - Kiosk health checks
  - Storage Manager and SQL Maintenance verification
- Database backup retention
  - Regular database backup retrieval
  - Purging outdated backups

Qualifications

Education
- High School Diploma
- Technical diploma in a computer-related discipline, trade certification is an asset

Knowledge, skills and abilities
General
- Understanding of networking and database support
- Strong communication and interpersonal skills, verbal and written
- Proficiency in the use of Microsoft Windows environments
- Well organized
- Able to work independently and in a team environment
- Possess a good foundation in software installation and troubleshooting skills of Windows and network issues
- Knowledge of networking concepts
- Willing and able to travel

Asset
- Exposure to the electrical trade / electrical process equipment and ability to read electrical drawings
- Knowledge of electrical installation, automation 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
- Working knowledge of a language other than English, preferably Spanish

Experience
- 1-3 years' experience managing customer relationships
- Experience with end user support and training
- Experience in an industrial environment an asset

Working conditions

- Work in an office environment, at times at a client site
- Usually work a standard 40 hour work week but does require flexibility in work hours
- Must be able to travel within and outside of Canada
- Client sites are industrial by nature therefore PPE is required as well as adaptation to the conditions and responsibilities of the environment
- Supervised work on industrial sites with a focus on Safe Work Practices.

Physical requirements

- Lifting of heavy boxes from time to time (up to 50lbs)
- Travel

Direct reports

None

Approved by:	*Chief Operating Officer*
Date approved:	*2020-11-12*
Reviewed:	