

Support & Integration Analyst

We do not have ordinary support people: We send ours on adventures.

Process Solutions is a leading supplier of software and automation services to the global cement industry. Since 1985, we have provided advanced control, laboratory management and automated shipping systems around the world. We are successful because we listen to our customers, take pride in what we do, and have an amazing team.

If you are a technical problem solver, you may be the right person to join our team and help us move forward with some new exciting and challenging projects! We need a person like you if:

- You hold a technical diploma in a computer related discipline, trade certification, or equivalent experience
- You have excellent interpersonal and communication skills, both verbal and written
- You can work independently and in a team environment
- You have history working with customers and can manage relationships with customers
- You enjoy and are able to travel
- You possess a working knowledge of Microsoft's Windows environments
- You have a good foundation in software installation and troubleshooting skills of Windows and network issues
- You have some knowledge of networking concepts

These additional qualifications would be an asset:

- Experience in end-user software support
- Industrial experience in a lab or plant environment
- 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

This is a full-time employee only role: contractors and placement agencies should not contact us regarding this role. You must have the right to work in Canada before applying for this position. Process Solutions is an equal opportunity employer, and we pride ourselves on our cultural diversity.

We are a growing company with a unique market and technical specialty that offers a friendly, inclusive and interactive work environment. We offer our employees a competitive benefit package including medical benefits and an RRSP matching plan.

If you are passionate about your craft, we'd love to hear from you with a resume and cover letter via email outlining why you would be the perfect fit for our team. Send applications to

Careers@pscl.com

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