

## **Systems Engineer – Technical Operations – Bilingual (English/French)**

Office Location: Etobicoke

### **The Company:**

We are a Business Process Automation company that is expanding our Managed Services Group to provide project and operational service to our enterprise-class customers. Our Customers are varied within several sectors of industry, and therefore provides a unique opportunity for exposure on how different industries work and provides unique project experiences.

Our mission is to help organizations automate critical business processes, exchange information securely, and eliminate the inefficiencies and errors associated with manual and labor-intensive processes.

### **The Opportunity:**

We are seeking a System Engineer to join us as a permanent employee. Reporting to the Manager of Technical Operations, this is a Toronto-based role working primarily on ongoing operations and support for our worldwide customers. In this role, you will play a critical role in monitoring, patching, and supporting equipment, software, and systems. You will ensure that the systems are functioning in accordance with Process Fusion Inc and Customer requirements and is an accepted industry practice.

You are a System Engineer with a passion for making systems work on complex to simple solutions and applications offered by Process Fusion Inc. You have hands-on experience with operating and support applications or systems in various environments. You have outstanding communication skills to work with customers as well as co-workers, with a logical, structured mindset that demands you approach problems and issues in an organized, well-thought-out manner.

### **Position Responsibilities:**

- Working with small to medium sized project teams following modern best practices in project management.
- Work with customers to understand their current processes and pain-points.
- Playing various roles within a project such as Helpdesk Analyst, Systems Engineer, Systems Analyst, Business Analyst or Project Lead.
- Preparing documentation for various activities in the project including ongoing operation and maintenance.
- On-call and work on scheduled (or ad-hoc) maintenance windows for after business hours work

### **Minimum Requirements:**

- Successful completion of a Post-secondary education with a degree or diploma in an IT related discipline
- Excellent oral and written English and French communication skills
- Strategic thinker with the motivation to think through complex issues, remove the roadblocks and innovate multiple solutions
- Ability to conduct your own research in solving problems
- Experience in working in an IT support area.
- Experience working with Microsoft Window Server environments, Linux Servers, on premise or cloud-based including the following technologies: Active Directory, DNS, GPO's, Exchange or Office online (O365), MS SQL, MS Azure, VMWare, IIS.
- Experience with more than one of the following Document Management technologies: MS SharePoint, Docushare, Laserfiche or OnBase
- Experience in working with intelligent capture software considered an asset: Kofax, Abbyy, Readsoft or others.
- Experience in working with Networking technology and protocols considered an asset: advanced IP routing, IP telephony, unified communications, virtualization, and storage technologies
- Basic to Intermediate PowerShell experience is an asset.
- Some development skills in .NET framework considered an asset

#### **Soft Skills:**

- Innovative and out-of-the-box thinking
- Excellent networking skills
- Works with little supervision
- Enjoy technology

#### **Benefits:**

- Competitive base salary plus bonus based on results
- Full benefit coverage starting after 3 months, including life, health, and dental
- RRSP with company participation
- Tuition reimbursement

#### **Directions to Apply:**

- Please send us your resume [jobs@processfusion.ca](mailto:jobs@processfusion.ca)
- Please include a cover letter telling us why you are going to be great in this role.

**\*\*Principals only. Recruiters, please do not contact this job poster- Do NOT contact us with unsolicited services or offers\*\***