

## **Systems Engineer - Canada**

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 Director of Global Support, this is a Toronto-based role working primarily on technical support for our worldwide customers using the UniPrint suite of products. As a System Engineer you will be involved in the daily management of incidents, software maintenance and support, and proactive/preventative of systems.

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 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:**

- Participate in, and in cases lead, various initiatives as they pertain to Windows Server and Microsoft Server and Azure infrastructure.
- Demonstrable knowledge of the following disciplines: Unix/Linux, Windows server O/S, Web/IIS, networking/LAN/WAN.
- A working knowledge of Azure Application Services.
- Participate in system development activities providing technical recommendations to customers' application support teams.
- Provide complex technical support for existing hardware and software products.
- Provide day-to-day technical support.
- Perform network troubleshooting to isolate and diagnose common network and server problems.
- Serve as a senior escalation resource and a subject matter expert on UniPrint and Process Fusion software products — available after-hours and on weekends to support any senior escalation requirement.
- Develop network designs, studies, and plans; supports the design, test readiness, and operational readiness reviews.

**Minimum Requirements:**

- Degree in Computer Science, Information Security, or a related discipline, or equivalent work experience.
- You have at least 3 years' experience in a similar role.
- Microsoft Azure certifications are desirable.
- Strong problem-solving skills, self-motivation, and demonstration of proactive work in the design and management of reliable and robust production systems.
- Able to learn and work independently.
- Fluent in English; strong verbal, reading comprehension and written communication skills.
- Strong customer focus.

**Soft Skills:**

- Innovative and out-of-the-box thinking
- Excellent networking skills
- Works with little supervision
- Enjoy technology
- Able to work in a 7 x 24 environment

**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
- 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\*\***