

System Engineer – Bilingual – Professional Services

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:

Process Fusion Inc. is seeking a Bilingual (English and French) Junior System Engineer to join us as a permanent employee within our Professional Services department. Reporting directly to the Director of Professional Services, this is a Toronto-based role working primarily on projects with the possibility of travel to various customer sites in Canada and United States. In this role, you will play a critical role in the design, integration and delivery of products or services within a project structure. Some of the responsibilities including the installation and configuration of applications, the integration of various applications and technologies, providing services in the form of process analysis and testing, and providing support and assistance to customers or internal departments. With your learned expertise, you will ensure that the system designs that you create, and implement are in accordance with Process Fusion Inc and Customer requirements, and that you understand and follow industry best practices.

You are a technically minded person with a passion for designing, implementing, and training customers on complex to simple solutions and applications offered by Process Fusion Inc. You have some hands-on experience designing and overseeing the delivery of applications or systems in various industries. You have outstanding communication skills and the ability to help in the work of other team members, with a logical, structured mindset that demands you approach problems and issues in an organized, well-thought-out manner. You are also willing to expand your knowledge outside the technical, and work with customers to understand their needs from a business perspective. You have excellent written and verbal English and French skills.

Position Responsibilities:

- Be the strategic thinker with the motivation to think through complex issues, remove the roadblocks and innovate multiple solutions
- Conduct your own research to solve customer problems
- 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.
- Prepare documentation for various activities in the project including ongoing operation and maintenance.
- Be on-call and work on scheduled (or ad-hoc) maintenance windows for after business hours work

Minimum Requirements:

- A Degree in Computer Science, Information Security, or a related discipline, or equivalent work experience.
- Excellent written and verbal English and French skills.
- Experience working with or intermediate level familiarity with Microsoft Window Server environments, that includes on-premise or cloud-based technologies such as, Active Directory, Exchange, or Office online (O365), MS SQL, MS Azure
- Experience working with or intermediate level familiarity with Networking technology and protocols, such as: advanced IP routing, IP telephony, unified communications, virtualization, and storage technologies
- Basic to Intermediate skill level in programming languages C#, Java or Powershell
- Some experience in working with small to medium sized project teams following modern best practices in project management
- Some experience working with customers and understanding business processes and ability to translate to technical needs
- Ability and desire to play various roles within a project such as Systems Engineer, Systems Analyst, Business Analyst or Project Lead
- Excellent writing skills for documenting various activities in the project as well as for passing on information to ongoing operation and maintenance departments
- Experience working with or basic level understating of Document Management technologies, such as MS SharePoint, Xerox Docushare, or OnBase - considered an asset
- Experience working with or basic level understanding of Intelligent Capture software (Kofax, Abbyy, Readsoft or others) – is considered an asset

Soft Skills:

- Have your own car and have a good driving record
- Ability to research solutions
- Innovative and out-of-the-box thinking
- Excellent networking skills
- Works with little supervision
- Enjoy technology
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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****