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## Technical Support Specialist

Wonderware Canada East seeks Technical Support Specialist and Product Trainer to provide first tier technical phone/email support to users of Wonderware software products. This position will work with sales account managers, end users and developers for software support, including troubleshooting, problem analysis, and providing solutions.

This position is a highly technical position on Wonderware software products. We recommend that you only apply for this position if you have experience of HMI as used in Industrial Automation.

Experience with Wonderware software packages and systems would of course be a great asset.

### Essential Requirements and Responsibilities

- Provide technical support assistance and case-related research over the phone and/or via email to customers and users of the Wonderware products and services offered by Wonderware
- Provide formal or informal in-house and on-site product training and application consulting for customers and users of the products and services offered by Wonderware Canada East
- Attend vendor product training to achieve certification level required by the vendor for the products and services offered by Wonderware Canada East.
- Understand vendor knowledge base, product features, licensing and general applications, and share new information with team members.
- Support and perform established policies, procedures, standards and quality control processes to assure responsive support, training and application consulting capabilities.
- Acquire and maintain Wonderware and 3rd party certifications as needed to maintain level of product knowledge required to provide technical support.
- Meet individual and group performance goals related to technical support and customer training.
- Minimum 4 yrs of college education or on the job training experience equivalency Knowledge and understanding of industrial HMI, SCADA, MES markets and solutions.
- 2+ years of experience with Visual Basic, C+, Microsoft SQL Server, ASP.NET etc. Experience in a position with similar responsibilities Accuracy of data entry; aptitude for detail Good verbal and written communication skills are imperative
- Proficiency with MS Office Applications such as Excel, Access, SQLServer, Powerpoint would all be advisable.
- Must be willing to travel on occasion.

Wonderware Canada East has a full medical/dental/health plan for all employees and is an equal opportunity employer.

To apply please send your cover letter and a copy of your resume quoting **TECH-TS-Ontario** in the subject line to:

[employment@wonderware-east.ca](mailto:employment@wonderware-east.ca)