



Position Title: Junior Customer Support Engineer - Entry Level

Rate of Pay:	TBA	Employment Type:	Full-Time
Job Location:	Burlington, Ontario	Hours of Work:	Mon. - Fri.
Application Deadline:	26-Jan-12	Start Date:	ASAP

Company Name: Invensys Operations Management

Street Address:	5050 South Service Road Suite 200 Burlington, ON L7L 5Y7	Phone:	(469) 365-6625
Web Site:		Fax #:	
		E-Mail:	kirstie.barriere@invensys.com

General Description of Duties:

Invensys Operations Management brings together nine of the industrial automation industry's best-known brands (including Avantis, Foxboro, SimSci-Esscor, Eurotherm, Wonderware and Triconex) to deliver integrated solutions that automate and optimize plant operations. We are part of Invensys plc, a \$4.4 billion global industrial automation, controls and transportation group headquartered in London, England. Invensys is a major global supplier of systems, software, solutions and instruments for process automation and asset performance management. Primary customer industries include Refining and Petrochemicals, Upstream Oil and Gas, Pharmaceuticals and Fine Chemicals, Power and Utilities, Consumer Packaged Goods/Food & Beverage, and Water/Wastewater.

Junior Customer Support Engineer – Entry Level

Primary Location: Burlington, Ontario; The candidate could be located in Montreal; Houston, TX; Lake Forest, CA or Wyomissing, PA but Burlington is highly preferred.

Responds to customer product inquiries via telephone or in written internet-based email or chat sessions. Resolves customer concerns raised during installation, operation, maintenance or product application or compatibility matters. Interpersonal skills and technical product knowledge and expertise are critical to responding to daily customer-centric activities. Troubleshoots problems with malfunctioning software applications and recommends corrective action. Documents customer information and recurring technical issues to support product quality programs and product development. Employees at the junior level also address highly complex technical issues that may need to be escalated.

DUTIES/RESPONSIBILITIES/DELIVERABLES:

- Provide local and regional application support for all Avantis products (Approvals, Avantis.CM, Avantis.DSS, and Avantis PRO) and all supported integrations. Answer telephone calls from customers, respond to e-mails, research and test issues.
- Document support issues and product defects in tracking tools, ensuring all steps needed to replicate the problem are well documented.
- Provide internal assistance to other groups: SE, QA, Field Services, Distribution and Development in relationship to case/CR that is reported.
- Provide quick turnaround to customers for issues reported, by priority.
- Provide high quality customer support to increase customer service satisfaction rating as per the Customer First program.

Detailed Duties & Responsibilities

- Coverage of and response to live inbound telephone calls.
- Technical troubleshooting, analysis, and diagnosis of issues.
- Issue replication / duplication.
- Research into workarounds and solutions.
- Documentation of activities and findings in a case tracking tool.
- Knowledge transfer via technical documentation such as Tech Notes, WebEx's, Articles, White Papers, Knowledge Objects.
- On rare occasions the position may require travel for training or to visit a customer site.
- Primary Interfaces are both External and Internal.

The position interfaces to the following groups primarily:

- (External component): End-user customers, systems integrators
- (Internal component): Research & Development (R &D), Product Management, and other Global Customer Support team members.

Note 1: Proficiency in English language (written and spoken) is required. Higher preference is given to candidates with the ability to work with more than one language.

KNOWLEDGE

An entry-level professional with a full understanding of area of specialization; resolves a wide range of issues in creative ways. This job is the fully qualified, career-oriented, journey-level position at which career may plateau.

JOB COMPLEXITY

Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Demonstrates good judgment in selecting methods and techniques for obtaining solutions. Networks with senior internal and external personnel in own area of expertise.

SUPERVISION

Normally receives little instruction on day-to-day work, general instructions on new assignments. Determines and develops approach to solutions. May function as project lead or supervise/mentor other personnel.

Skills and Experience Required:

EXPERIENCE

Recent college graduates and individuals with internship experience are welcome to apply.

QUALIFICATIONS/CREDENTIALS/EXPERIENCE:

- Experience in a Technical support position (level 1 or 2) (Required)
- Experience with an IT/ Network support (Preferred)
- Experience with Crystal Reports (Preferred)
- Experience supporting large enterprise class software packages (Required)
- Experience working with a CRM system (Required)
- Enterprise Asset Management software knowledge (Preferred)
- Experience using/supporting/troubleshooting current Microsoft Operating systems (Windows XP, 7, 2003, 2008, 2008 R2)

(Required)

- Experience using/administering MS SQL Server and/or Oracle DB systems (SQL 2005/2008, Oracle 10g/11g) (Preferred)
- Professional communication skills, both verbal and written (Required)
- Strong customer service relationship skills (Required)
- Strength in organization skills, prioritizing skills (Required)
- Spoken/Written English fluency

As part of our team, you'll build a strong career with a collaborative, knowledgeable team of people. We'll challenge you to think differently to achieve your goals. You'll have easy access to senior management, leading thinkers, and colleagues around the world.

In addition to competitive salaries and inclusive benefits, we offer global career opportunities and travel to new places to inspire fresh, new thinking. We believe in rewarding and recognizing risk-taking and creativity. We also promote a healthy work-life balance as essential for your personal growth.

https://invensys.taleo.net/careersection/.inv_external/jobsearch.ftl?lang=en

"Invensys is an Equal Opportunity and Affirmative Action Employer."

How To Apply

To apply for this position, please click or copy and paste the following link into your web browser: https://invensys.taleo.net/careersection/.inv_external/jobdetail.ftl?lang=en&job=1103363

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