

Technical Support Analyst

- Full-time, permanent position
- Onsite Work Model | Montreal, QC, Canada



About Us

Invera is the world's largest provider of Enterprise Resource Planning (ERP) software to the metals industry, with over 120 employees in the United States, Canada, and the United Kingdom. We specialize in creating software products tailored to the intricacies of the metals industry, ensuring a seamless blend of speed and user-friendly design.

Invera offers metals customers an unparalleled level of proven product reliability and commitment to long-term innovation. We provide our customers with a unique and competitive advantage by delivering state-of-the-art turnkey solutions designed for the industry, including sales, purchasing, receiving, inventory management, multi-step production, production scheduling, delivery and logistics planning, and financials.

Invera's metals software products have been implemented worldwide in multiple languages in the USA, Canada, Mexico, the UK, Europe, Dubai, and Singapore.

Job Overview

Invera Inc. is seeking an experienced Technical Support Analyst to join the Technology Integration team. Reporting to the Information Technology Manager, the successful candidate will respond to customer and end-user inquiries related to software installations, hardware malfunctions, and network outages. S/he will analyze hardware, software, or network problems and provide resolution options, as well as install new hardware systems, perform software upgrades, and manage basic network infrastructure tasks.

Primary Responsibilities

- Handle initial requests and troubleshoot technical issues for end users.
- Respond to service tickets and resolve desktop technical issues related to Microsoft core applications, business software, operating systems (both Windows and LINUX), mobile devices and other computer hardware.
- Install and deploy PCs and servers based on either Windows or Linux operating systems.
- Maintain Windows server configuration for various roles such as DHCP, DNS, Terminal Server, File Server, etc.
- Identify opportunities for continuous improvement (such as upgrades, security patches, etc.).
- Maintain and troubleshoot printing devices.
- Use security tools to protect the network from hackers, malware, and other threats.
- Diagnose and troubleshoot network and security issues.
- Document and report IT incidents, problems, and resolutions in a clear and concise manner.
- Escalate complex or unresolved issues to senior IT staff or vendors as needed.
- Communicate effectively with stakeholders.
- Demonstrate excellent soft skills related to time management and teamwork.

What We Offer

A competitive compensation package and a full range of benefits (group medical, dental, and vision insurance, short-term and long-term disability insurance, RRSP/DPSP retirement plan). A collaborative, inclusive, and flexible work environment with opportunities for growth and development.

Required Qualifications

- Degree in Computer Science or equivalent.
- Basic knowledge of networking and security concepts.
- Knowledge of computing infrastructure.
- Ability to troubleshoot and resolve technical issues independently or as part of a team.
- Bilingualism (French and English).
- Verbal and written skills in English are required to communicate with international clients and business partners.
- Strong documentation, analytical, and problem-solving skills with the ability to provide effective solutions in a timely manner.
- Strong attention to detail and commitment to quality work.
- Must be available to participate in after-hours support rotation and occasionally work outside of regular office hours to complete critical tasks.

Preferred Qualifications

- 2 years of related work experience.
- Strong understanding of cloud computing concepts and paradigms.
- Familiarity with Amazon AWS and Azure Cloud.
- Familiarity with Apple MacOS.
- French written and verbal communication skills.

How to Apply

Qualified candidates are invited to submit their resume and cover letter to: careers@invera.com

While we thank all candidates for their interest, only those selected for an interview will be contacted.

Invera is an equal-opportunity employer and encourages applications from all qualified candidates.