



Getting More Out of Your Mine

### **System Support Analyst – Technical Services Department (Africa)**

Wenco provides GPS-based fleet management systems for open pit mines worldwide to advance efficiency and safety. We are looking for a talented System Support Analyst interested in a great opportunity to work within a fast growing industry and company. You will be a key player within our Client Services team, working with a cross-functional team of hardware and software support professionals.

As part of the Client Services Team, the System Support Analyst shall provide technical Support to Wenco system users in Africa and around the world. They shall also perform system installations, upgrades and provide training on the use and administration of Wenco products.

#### **Knowledge, Skills and Ability Required:**

- Diploma or degree in Electronics, Computer Engineering, Mechatronics, or a related IT or mining discipline, or extensive practical experience to an equivalent level, preferably in mining.
- 5+ years user and admin support for an enterprise class software system
- Knowledge of the following:
  - Microsoft SQL Server deployment and administration.
  - Troubleshooting and maintaining of Server and Desktop solutions.
  - Real-Time software systems
  - Embedded Mobile Computing
  - Windows networking
- Ability to learn effective ways of communicating through cultural and language barriers
- Strong organizational skills
- Ability to work independently while contributing to common goals
- Flexibility
- Training experience
- Software test experience
- Valid international driver's license (manual)
- Ability to travel internationally (frequently – up to 75%)
- Leads by example; seeks opportunities and has a positive outlook, does not seek to blame or deflect
- Excellent verbal and written English communication skills
- Takes initiative to pursue issue resolution or suggest ideas and improvements
- Cooperation/Teamwork – conveys a sense of teamwork, respectful of others, seeks to work towards a common goal.
- Dependable and delivers a consistent good standard of work
- Works diligently at achieving results and able to 'own' a problem so that results are achieved
- Open to accepting views or recommendations of others in order to achieve successful results for the customers, Wenco and all other relevant stakeholders;
- Promotes and displays knowledge-sharing behaviors; seeks to improve knowledge sharing

#### **Why Join Wenco?**

- We offer an extensive benefits plan
- We provide opportunities for continuous training and development (in-house and external)
- We offer our employees a profit sharing plan that provides them with the benefits of their hard work
- We offer much more!