



*A subsidiary of Hitachi Construction Machinery Co. Ltd.*

Wenco (a subsidiary of Hitachi) provides high technology solutions for the mining industry globally to advance productivity, efficiency and safety.

We are looking for a talented **Technical Services Analyst** to join our team at either our head office in Richmond, BC or in Tucson, Arizona. As part of the Technical Services Team, the Technical Services Analyst shall provide remote technical assistance to Wenco system users. They shall also perform system installations and upgrades, and provide training on the use and administration of Wenco products on location overseas.

### **EXPECTED CONTRIBUTIONS:**

#### **In Office**

- Provide phone, email and remote access support for existing customers
- Maintain duplicate system environments of existing clients for testing and troubleshooting purposes
- Record/document all client issues through to resolution using Wenco's issue tracking system
- Plan and practice for system implementation and upgrade projects
- Review and contribute to product documentation
- Participate in formal training, but also maintain knowledge of the evolving system through reading and information sharing with other engineers
- Consult with Development on system use cases for product development
- Provide technical input to Sales and Marketing on new opportunities and projects
- Take turns on a rotating basis being on call for after-hours support

#### **On-Site**

- Perform implementations and upgrades
- Site surveys in preparation of deployments
- Coordinate resources from mine staff as required
- Provide one-on-one and classroom training on the use and administration of the system
- Troubleshooting of software and hardware issues
- Liaise between mine site and head office
- Effectively manage Wenco's relationship with the mine site
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## **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
- 3-5 years' user and admin support for an enterprise class software system
- Knowledge of ERP systems in relation to maintenance management
- Knowledge of Asset Health Systems
- Experience in the analysis of machine health data to improve machine reliability
- Experience in equipment maintenance strategy development
- Experience in developing preventive maintenance and repair procedures
- Databases SQL (advanced administration) ,OpenTSDB (moderate)
- Real-Time software systems
- Mobile Computing
- Windows networking
- Virtual machine environments
- Linux server administration (moderate)
- Windows server administration (advanced)
- GNS satellite navigation systems with an understanding of Real Time Kinematic systems
- Networking fixed and wireless with some knowledge of legacy UHF systems an advantage
- 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 Canadian Class 5 driver's license (manual)
- Ability to travel internationally
- Ability to handle high pressure environment (especially when on-site in remote locations at mine sites)
- Leads by example; seeks opportunities and has a positive outlook, does not seek to blame or deflect
- Verbal and written English communication – professional, clear and understood by others the first time, able to adjust style according to situation.



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- 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, HCM and all other relevant stakeholders;
- Promotes and displays knowledge-sharing behaviors; seeks to improve knowledge sharing

#### **TRAVEL REQUIRED:**

Up to 40% of time (Frequently)

#### **WHY JOIN WENCO?**

- We provide opportunities for growth within the company
- We offer an extensive benefits plan
- We provide a fun working environment, including Fresh Fruit Mondays and Popcorn Fridays, along with table tennis, foosball, and electronic darts in our office
- We offer opportunities for continuous training and development (in-house and external) to learn the latest technologies
- We offer our employees a profit-sharing plan that provides them with the benefits of their hard work
- We provide free parking and shuttle service for employees using transit
- We are heavily involved in the community and join various events of non-profit organizations
- We offer much more!

Wenco advances the efficiency and safety of the world's surface mining equipment through our fleet management systems. We are committed to providing a stable yet exciting work place environment for individual employees to build and grow their career with the Company.

Wenco is an Equal Opportunity Employer.

#### **Disclaimer**

The information in this description has been designed to indicate the general nature and level of work performed by employees. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. It is not intended as an employment contract. Job descriptions are subject to change, which may not necessarily affect compensation.