

Technical Support Analyst

Intelligent Wellhead Systems (IWS) is currently seeking a full-time, permanent experienced Technical Support Analyst to join our Calgary team. IWS designs, tests, manufactures, and deploys proprietary and unique digital safety and efficiency workflow technologies for oil and gas well completion operations. The company's inVision™ Technology Platform helps oil/gas and oilfield service companies reduce operating risk, lower the total cost of operations, and improve uptime. IWS, a privately owned technology and services company, is backed by Pason Systems Inc. ("Pason") (TSX: PSI). www.intelligentwellheadsystems.com

IWS is seeking a highly motivated and experienced Technical Support Analyst to support our Software Development and Innovation team at our Calgary shop. As a Technical Support Analyst for the organization, you will respond to customer inquiries via telephone or email to provide problem resolutions in accordance with our service standards. You will enjoy a fast-paced environment and work with a multidisciplinary support and operations teams.

Technical support desk operates 24 hours a day, 7 days a week in a compressed work week schedule. This position will be a hybrid model working from home and at our Calgary office.

Responsibilities

- Strong organizational, problem-solving and analytical skills
- Respond to customer inquiries via telephone or email to provide problem resolutions in accordance with our service standards
- Identify and escalate situations requiring field technicians, or development support staff when necessary
- Log all issue-based interactions with clients and field technicians
- Collaborate with development staff to recreate problems in a test environment
- Troubleshoot and resolve complex software, hardware and technical issues for clients
- The ability to identify, isolate and communicate problems from and to all levels of users
- Remote troubleshooting using a variety of different software tools
- Actively contribute to on-going process improvements

Skills and Abilities

- Dedicated commitment to customer success
- A post-secondary diploma/certificate in Information Technology or equivalent.
- The ability to work well under pressure, in a stressful environment
 - Experience with oilfield practices and terminology and practices would be an asset.
 - Experience using MS Dynamics and 365 Environment
 - Excellent telephone, verbal and written communications skills

- A background in IT, networking and IIOT communications