

Technical Training Specialist

Introduction/Description:

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

The primary responsibility is to create training modules for the IWS Learning Management System (LMS), this includes creating all the raw materials required, verifying the technical aspect of the training with the responsible department, creating the training module, uploading the module on the LMS system, maintaining the LMS system and employees' access to it. Reporting to the Head of Engineering the Technical Training Specialist agrees to provide the Company with services, as directed by the Company and pursuant to time frames and deliverables as instructed by the Company.

Technical support desk operates 24 hours a day, 7 days a week in a compressed work week schedule 4 days on, 4 days off. This position will be a hybrid model working from home and at our Calgary office.

Ideal Candidate:

- Dedicated commitment to customer success
- A strong mechanical aptitude and understanding
- A post-secondary diploma/certificate in Information Technology or equivalent.
- The ability to work well under pressure, in a stressful environment.

Key Responsibilities:

- Develops, recommends, and maintains the LMS system, works closely with all key stakeholders to determine training requirements liaises with the Engineering, SW and operations departments to ensure all activities for internal training are coordinated for implementation of new systems, refresher training, and enhancing the employee onboarding process, etc.
- Perform on-site training for field technicians at our locations in the US (expected travel is around 20% of the time). Visits our equipment locations in order to gather materials such as videos and pictures to support training modules.
- Helps design and build training benches for hands-on training. Create and edit videos, pictures, simulations, drawings, animated materials, etc. needed for training modules.
- Work with the IWS engineering and SW teams to create operation manuals, technical bulletins, MOC documents, release package notes, etc.
- Work with the IWS engineering, SW and operation teams to understand equipment's field operation, maintenance, troubleshooting, and implement training modules to relay that information to field technicians.
- Implement training modules for SW release packages, understand and demonstrate the difference between old and new releases.
- Strong organizational, problem-solving, and analytical skills

- Understanding electrical and mechanical concepts and how they work together in an industrial setting.

Qualifications/Experience:

- Bachelor's degree in Engineering or engineering technologist diploma.
- 2-5 year's experience in Oil and Gas industry.
- Experience working with electrical control panels, sensors, electrical cables, software, networking, etc.
- Excellent technical writing skills.
- Experience preparing training material, operation manuals. Datasheets, etc. is an asset.
- 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

Nice-to-Have Experience:

Position/Work Location: This position will be a hybrid model working from home and at our Calgary office.

Salary: From \$55,000.00 per year

Benefits:

- Dental care
- Employee assistance program
- Life insurance
- Paid time off

Schedule:

Technical support desk operates 24 hours a day, 7 days a week in a compressed work week schedule 4 days on, 4 days off.

Supplemental Pay Types: