

## TECHNICAL SUPPORT SPECIALIST

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INDUSTRY	TYPE	COMPANY SIZE	FOUNDED
Manufacturing	Private	250 – 300 employees	1953

“Whatever it takes. Our people are driven to succeed” – *Bob Peacock, President, ALMAG Aluminum*

Recognized as one of Canada’s Best Managed Companies, ALMAG understands that true customer satisfaction comes from delivering an exceptional service and a superior product. Our goal is to provide Customers with peace of mind knowing that quality products, short lead times and customer satisfaction is our top priority through all four pillars of service — Design, Extrude, Fabricate and Finish. We believe in building strong relationships around reliability and ownership which go hand-in-hand with our core values; respect and fairness, humility, passion for progress and ownership. Recognizing that people create culture, our core values are fundamental drivers of our workplace environment.

### JOB DESCRIPTION

An integral part of the ALMAG Aluminium Information Technology Department, the Technical Support Specialist is responsible for the development, maintenance and support of ALMAG’s portfolio of business systems and application.

### JOB DUTIES AND REQUIREMENTS

#### Job Duties

- Maintain, develop and support all aspects of ALMAG’s business systems and applications.
- Provide business systems training as required to improve employee efficiency.
- Maintain security for the various business systems.
- Responsible for application upgrades, patching and testing.
- Involved in or responsible for various systems projects.
- Assist with identifying system solutions for business needs.
- Work with vendors to resolve support issues.
- Recommend solutions for business initiatives; seek out, investigate and recommend software additions and improvements, along with implementation of existing functionality of benefit to the company.

- Participation in ongoing off-site professional development, software conferences, etc. as may be required from time to time.
- Other clerical duties as assigned
- Comply with all quality related policies, procedures and system requirements.

### Requirements

- College diploma or University degree in an Information Technology related discipline; relevant employment experience may be substituted.
- 5+ Years' experience with application support with increasing responsibility.
- Previous experience in troubleshooting of technical issues in software.
- Knowledge of business process management and application integration.
- Prior experience with report writing, both Crystal Reports and SQL SSRS.
- Experience with SQL an asset
- Strong interpersonal skills - including oral and written communication, meeting management, conflict resolution and team building.
- Strong analytical skills.
- Ability to prioritize work assignments and manage time effectively.
- Strong troubleshooting skills and ability to 'think outside the box' to solve problems and improve systems.
- Professional, dynamic and career minded with a strong work ethic.

### MORE ABOUT ALMAG

Since 1953, ALMAG has built a reputation as an industry leader in extruding high-visual, tight tolerance, complex, thin-walled, lightweight and precision aluminum extrusions. Pushing the limits of industry standards, ALMAG is capable of providing Solutions to some of the most complex designs by combining its skills, knowledge and experience with engineering to deliver best in class, quality Solutions with the industry's shortest lead times.

### Benefits ALMAG Aluminum offers their employees include:

- Health and dental
- Life AD&D
- Vision
- Employee Assistance Program
- Long-term disability
- Critical illness insurance
- Health spending account
- Profit sharing
- Gym memberships – wellness programs
- Education assistance program
- Monthly social committee activities