

Junior Technical Support

Title: Junior Technical Support
Status: Full Time, Permanent
Location: Edmonton

CriticalControl Solutions Inc. is an innovative solutions provider delivering systems and technology expertise and electronic business solutions to a wide range of business and government clients across Canada. Combining vision, innovation and expertise, CriticalControl Solutions has become a leader in document conversion, document management and Enterprise Content Management (ECM) solutions. We are a rapidly growing company undergoing significant change and are currently seeking a **Junior Technical Support** resource in our Edmonton Regional Office.

Learning Opportunities in this Developmental Role will include:

- Working with senior team members to provide support for internal and external client operations.
- Implementation of imaging and ECM software solutions.
- Development of imaging processes.
- Troubleshooting and break fix solutioning.

Qualifications and Experience:

- 3-5 years general work experience, including 1-2 years directly related experience.
- 2 year related technical diploma, such as a CST.
- Imaging or ECM exposure is a definite asset.
- Microsoft.NET (VB / C#) or ASP.NET is required.
- SQL, JAVA/J2EE, and relational database concepts/techniques are preferred.

Important Skills:

- Strong teamwork and communication skills are essential.
- Quick learning, strong client relations, experience in issue identification, adaptability to work with various product lines, and willingness to ask questions are valuable skills for this role.

This position is primarily during daytime hours, though flexibility to bank time in the evenings or weekends as needed will be important.

CriticalControl offers a dynamic, fun and friendly work environment. We offer competitive compensation, numerous company benefits including training, and excellent opportunities for advancement for staff with the commitment to succeed in our dynamic business environment.

To Apply:

- Clearly indicate in your cover letter how you meet the Qualifications, Experience and Skills identified above, and describe your interest in working in ECM and/or Imaging.
- Forward your resume and cover letter, quoting the title "Junior Technical Support" in the subject line to hr@criticalcontrol.com.