

POSITION OPENING FORM

Type of position	Sub-Contracting <input type="checkbox"/>	Contract-to-hire <input checked="" type="checkbox"/>
	Full Time <input checked="" type="checkbox"/>	
	Internship <input type="checkbox"/>	
	Other <input type="checkbox"/>	
About	technologie emovis Québec, Inc. is part of the emovis group http://www.emovis.com , a leading Intelligent Transportation Systems (ITS) and Electronic Tolling System (ETS) integrator, conducting business internationally in Europe, North America, South America and Asia.	
Position	Roadside Support Engineer	
Expected Start Date	June 1 st , 2017	
Work Place	technologie emovis Québec, Inc., 6801 Lévesque Blvd. East, Laval, Quebec H7A 0E1	
Direct Manager	Dunja Knezevic, Telephone: 604-785-4189	
Visa Requirements	Citizen <input type="checkbox"/> Permanent Resident <input checked="" type="checkbox"/> Other: _____	
Position Summary	The Roadside Support Engineer is responsible for monitoring, troubleshooting, repairing, and administering of a mission critical Roadside Tolling solution including hardware and software.	
Responsibilities	<ul style="list-style-type: none"> ▪ Provides application and equipment support for the Roadside sub-systems (administration, configuration, and monitoring) containing both off the shelf and “home grown” applications in a 24/7 highly available and clustered environment. ▪ Performs root-cause analysis, fault isolation and repairs related to equipment, server, and application availability issues. ▪ Performs preventive and corrective maintenance activities on the Roadside equipment and applications ▪ Liaises with Central Support (level 3) team and appropriately reports and tracks equipment failures and software bugs. ▪ Provides support during escalations for problem identification, troubleshooting, documentation and resolution. ▪ Ensures compliance with the agreed SLA and KPIs regarding the Roadside Equipment. ▪ Deploys, installs and configures the components of the Roadside infrastructure on an ongoing basis. Helps define the support structure and monitoring guidelines for new and existing applications if necessary. ▪ Supports production systems by optimizing performance, performing in depth root cause analysis, problem resolution and by providing timely follow-up on problem reports. ▪ Diagnoses and resolves problems of low to medium complexity. ▪ Communicates plans, status and issues to management. ▪ Adheres to established Support and Services processes. 	
Education	Technical Diploma or equivalent experience	

Years of experience	<ul style="list-style-type: none"> ▪ Minimum of 4 years' experience with maintaining electronic and electric equipment and IP networks Experience in the Tolling Industry is a plus
Languages	<p>Fluent in English and French – written and spoken</p>
Required Skills	<ul style="list-style-type: none"> ▪ Exceptional listener and communicator who effectively conveys information verbally and in writing ▪ Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving and streamlining process ▪ Flexible team player who thrives in environments requiring ability to effectively prioritize ▪ Results driven with a strong attention to detail ▪ Must have the ability to participate within a technical team ▪ Ability to develop technical documentation for the non-technical users
Qualifications	<ul style="list-style-type: none"> ▪ Experience in a customer facing role ▪ Very strong experience with electronic equipment and associated system applications Strong knowledge and experience in IP networks ▪ Strong equipment and software testing, configuration and deployment skills ▪ Possess the required Canadian electrical habitations and certifications
Additional Requirements	<ul style="list-style-type: none"> ▪ Driving license and vehicle preferred ▪ Ability to work on call ▪ Ability to travel to US occasionally ▪ Ability to work out of hours if required to meet with the system operational constraints Authorized to work in Canada on a permanent basis