



**FICHE DE POSTE – Technical support and Trainer**

Start the next phase of your career with us...

We are on the lookout for a talented individual with a great attitude who recognizes the opportunity we represent. Working for Steel Projects is a challenging, rewarding career move for those with the right attitude and the right ambitions.

This job will have you traveling across the United States, Canada, and occasionally Europe. You'll meet the people who build America's infrastructure and train them how to use our technology so they can become more efficient. **This is not just about IT or computer skills**, it is also about building construction and steel fabrication. You will be 'hands on' with structural steel and CNC equipment and the people who operate that equipment.

**Level**

- Entry or just above entry

**Job Area**

- Customer Support, Installation and Training – primarily; but all aspects of the business will be available to the right candidate

**Responsibilities**

- Great Attitude
- Flexibility
- Technical support via email and telephone
- Software installation, configuration and implementation
- Software training
- Customer feedback gathering and reporting to product management
- Customer Service/Support minded

**Skills Required**

- Problem solver
- Good communication skills (public speaking a plus)
- Spoken and written English required; Spanish is recommended and preference given to
- Mechanical/Computer Aptitude

**Travel**

- Opportunities to travel around North American, and Europe
- Travel rate could reach 40% to 50%
- A valid passport and driver's license is a requirement

**Education and Experience Preferred**

- Primarily we are looking for the right person with the right attitude, energy and will to learn and succeed. The rest of the items below are added bonuses for us and provide an idea of the type of work the right candidate will be involved in:



## Steel Projects

- o A bachelor's degree helps
- o Experience in the structural steel industry
- o Experience with CNC machine tools
- o Experience of enterprise software such as ERP, PLM, MIS, etc
- o Software installation and trouble shooting
- o SQL Server
- o Microsoft Office Suite and tools
- o Teaching/training others to use software, hardware, etc

### **Salary**

- Commensurate with experience
- Competitive benefits package

### **Other**

- Must pass background check