



Job Posting

Argus is an automated control systems pioneer with over thirty years of leadership and innovation in control technology. We were among the first to use computers for integrating the control of greenhouse environments and irrigation systems.

Argus is an entrepreneurial organization built on the expertise of our people. We are committed to attracting and retaining the best employees to ensure we meet the ever-evolving needs of our clients. Our employees enjoy competitive salaries, benefits and reward programs, within a dynamic work environment. Argus recognizes that our continued success is dependent upon the capabilities and self-motivation of our people, and therefore encourages and supports employees continual growth and development.

WHAT MAKES WORKING AT ARGUS AWESOME:

- Great culture and awesome people
- Casual and fun office environment
- Competitive compensation
- Benefits & Pension Plan
- Employee Assistance Program (EAP)
- Educational assistance

Date: 25-Aug-17

Position Title: Application Support Technician

Department: Application Services Team

Job Summary:

The Application Service Team vision is to continually provide application products, configuration and support services that exceed customer expectations in all aspects, promote the Argus brand and to ensure that our customers are ecstatic about their purchase.

The mission of the Application Service Team is:

1. Maintain customer relationships to foster trust, respect, and good will about Argus/Convion products and services, turning our customers into Argus promoters.
2. Provide timely and accurate application support to the end user of our products, allowing equipment or applications to function reliably, with minimal downtime, for the complete duration of its useful life.
3. Provide application design services to both internal and external customers as needed for new projects, or changes to applications that are already in operation.
4. Report any new business opportunities to the enterprise as needed such as updates and upgrades.
5. Report any non-conformance issues to the enterprise as needed



Reports to: Application Services Team (AST) Manager

Duties:

Project Management:

- Responsible for all aspects of assigned projects.
- Solicit information from vendors, clients and other contractors as well as Argus sales and service personnel to engineer a custom application solution for the client's needs
- Ensure complete understanding of the operation, safeties and interaction of all equipment being controlled by Argus. Guidance to be provided by the AST Lead and/or AST Manager
- Configure the Argus control system as per the client's specifications, approved installation drawings and approved Sequence of Operations
- Discuss any deviations from the original order with the project design team (PDT) responsible for the project
- Present completed project to the project design team (PDT) in an organized manner in the most accurate method possible

Support:

- Provide commissioning, installation and training support as assigned by the AST Lead and/or the AST Manager. Most support is handled via telephone or internet; however, on-site support may be required.
- On-going customer support after commissioning is required and is distributed via an internal ticket system. On-call work is required and will be scheduled on a rotating, yearly schedule.

Technical:

- Follow standard process control methodologies and best practices
- Understand instrumentation and controlled elements in terms of wiring, calibration and its operation
- Maintain application sequence of operation (SEQ) documents
 - Participate in creation of the SEQ library and its maintenance
 - Participate in the presentation of the SEQ documents
 - Record any or all information relevant to the use of the SEQ library



Administrative:

- Document progress and notes into the project management database
- Document all interactions with the customer into the ERP system(s)
- Maintain accurate timesheet records
- Follow all procedures, work instructions and instructions provided by supervisor
- Provide feedback to the organization for any continuous improvement purposes.

Working Conditions:

- Work is performed primarily in an office environment
- Occasional travel may be required.

This is a full-time position based on a 40-hour work week, Monday to Friday, unless otherwise specified

Employment Requirements:

- Diploma or equivalent experience in Instrumentation and Automation from a recognized post-secondary institution or other electrical diploma program
- Attention to Detail
- Accurate writing and documentation skills
- Ability to communicate effectively with customers
- Good command of the English language in both oral and written formats

The following are considered an asset:

- Project management Experience
- Microsoft Office Suite Experience
- Fluency in Spanish
- Horticulture control experience
- HVAC
- Building Controls

All Interested Applicants, please send Resume along with Cover Letter to hr@arguscontrols.com