AXON SOFTWARE

CAREERS

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OPERATIONS TECHNICIAN

Looking for a great career? Axon Software has openings in their IT department for an Operations Technician!

We are looking for a knowledgeable professional to add to our operations team. This department is responsible for both our internal computer infrastructure and also external support for our customers' computer systems. The successful candidate will have a solid knowledge of server and workstation hardware and software and the ability to set up and configure workstations and servers. The last thing this job will be is monotonous so only those who wish to keep their brain active and constantly improve their skill set need apply.

JOIN THE AXON SOFTWARE FAMILY

Founded in 1982 Axon Software has established itself as a trusted and leading transportation management system serving thousands of users in the most unique and complex trucking industries across North America. We're a professional and committed group of individuals with the same company-wide mission that operates on its core values and forward-thinking philosophy of developing superior software and delivering world-class customer service to the transportation software industry. We believe in building customer relationships that pass the test of time with trucking software you can count on and people you can trust. As a company driven by innovation, development and support, we see our employees as the most important resource in achieving that success and offer a variety of positions from support, training, sales, administration and software development.

RESPONSIBILITIES

The Operations Technician is responsible for several areas including network, security, desktop and server hardware and software. They will also be working with our Axon Software customers in a technical support role. If you're a computer-savvy team player who wants to work at a highly energetic, fast-growing company, this role is for you.

- Installation, maintenance and troubleshooting of hardware and software infrastructure such as workstations, printers, servers (Windows and Linux), and NAS systems
- Perform routine network maintenance (start up and close down) and troubleshooting of the local area network (LAN) including routers and switches, while maintaining controls records
- Manage data backups and disaster recovery operations
- Assist customers and communicate electronically, over the phone, and in person with users experiencing difficulties to determine and document problems experienced, monitor progress, support and advise users on status of issue
- Installation and maintenance of Axon Software on customer servers (Windows and Linux)
- Configure and maintain Amazon Web Services (AWS) infrastructure

QUALIFICATIONS

Preferred applicants will have 2 or more of the following:

- Degree or diploma in Computer Engineering Technology, Computer Systems Technology, or related discipline, or a minimum of two (2) years of experience in a related role
- A solid knowledge of workstation and server hardware and software
- The ability to set up and configure workstations and servers
- Experience in a customer support or customer service role is a definite asset

We have numerous employees at Axon Software that have been with us for over 15+ years. We pride ourselves in having an extremely high employee retention rate and this is an exciting opportunity that could lead to a long-lasting and successful career with us. We would like to sincerely thank all applicants, but only those selected for an interview will be contacted.

To Apply: Please send cover letter and resume to careers@axonsoft.com with the subject: **Axon Software – Operations Technician**.

WORK ENVIRONMENT

- Axon Software is location at 15 Innovation Blvd #210, Saskatoon, Saskatchewan, Canada S7N 2X8 in the heart of the University of Saskatchewan campus and technology sector.

- Axon Software offers a culture and environment unlike anything you've experienced before. Employees gain access to an onsite cardio and weight fitness center, squash courts, yoga and steam rooms, along with Innovation Wellness massage and chiropractic facilities.

- Enjoy the extra perks and benefits of Innovation Place Park – rated as one of the top places of employment in Saskatchewan, gourmet Atrium café, games room, Boffins Public House and world-famous gardens.

COMPANY BENEFITS

- Axon Software offers competitive salary and commission wages based on experience and position.

- Axon Software is committed to providing competitive group health and benefit packages for our employees and their families. (paid parking, bus pass, health, dental, massage, chiropractic and more).

- Flexible hours of operation, work schedules and three weeks vacation after your first year of employment.

PAID INTERNSHIPS

- If you have your diploma, degree or simply want to explore what's available in the workplace, we have an opportunity for you to gain valuable knowledge about the transportation industry, software development and accounting practices. Axon Software's unique approach allows us to cultivate growth by putting the right individuals in a position to discover their strengths through a comprehensive and thorough training process.

- Axon Software is committed to recruiting the best and brightest local talent from educational or work place institutes.

- Successful applicants will be part of a paid internship that may lead to a full-time career position at Axon Software.