



Software and Support Specialist

We have an exciting and rewarding opportunity available for a Software and Support Specialist to join our team in the Guelph Office.

Responsibilities:

- Schedule and Complete regular DHI processes in our new product offering. This position will carry out daily processes through remote desktop protocols interacting with DairyComp herd management systems and on-farm milking systems.
- Basic routines include collecting data files remotely for various on-farm milking systems, processing through DairyComp and internal software systems into the national milk-processing center. Data editing in all systems will be required to complete validation steps.
- Consult with staff in all departments and dairy customers to understand and process dairy management software data to meet dairy practices specific to each individual client.
- Diagnose, troubleshoot and resolve a range of data exceptions and determine appropriate corrective actions by consulting with all parties.
- Troubleshooting to find solutions to data and technical problems encountered by dairy customers and daily data processing activities.
- Follow and maintain a strict set of daily operating procedures.

Qualifications:

- College Diploma or University Degree in Animal Science, Information Technology, Computer Science or equivalent (eg. industry recognized certification or experience in dairy management using computerization).
- Minimum one-year work experience in the dairy industry or providing technical support and troubleshooting services related to software, hardware, internet and network issues.
- Excellent written and verbal communication in the English language (French is an asset).
- Superior customer service skills to internal and external customers.
- Must be exceptional at following written and verbal instructions, including documentation of daily processes and planning daily activities to coordinate with staff and customers.
- Must be dependable, results driven, have strong work ethic, high degree of drive, and initiative.
- Highly analytical, methodical problem solver with dedication to quality and accuracy.
- Proven ability to work independently and in a team-oriented environment.
- Knowledge of dairy farm management practices with the ability to consult with customers.
- Experience with Microsoft Office and using Excel for data transposition and manipulation.

If you are interested and meet the above qualifications, please submit a cover letter and resumé with an email subject line **'Software and Support Specialist'** to careers@canwestdhi.com

CanWest DHI is an equal opportunity employer. AODA accommodation for candidates is available on request. Please note that only those selected for an interview will be contacted. NO AGENCIES PLEASE.