



## Software Support Specialist (bilingual)

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CanWest DHI is a 175 employee organization, providing innovative dairy herd management services to over 3,700 dairy farm customers throughout Ontario and Western Canada.

We are currently seeking a bilingual Software Support Specialist to join the Dairy Software team. This position will be working remotely with initial training in Guelph ON.

### In this role, you will:

- Provide technical advice, support and troubleshooting services related to proprietary dairy management software, hardware, internal and network issues via phone, email, and remote desktop.
- Consult with dairy clients to understand and configure dairy management software to meet dairy practices specific to each individual client.
- Diagnose, troubleshoot and resolve a range of software, hardware and connectivity root causes to end user's satisfaction (eg. Farm network, PC hardware, Internet connectivity, integration with other on-farm software).
- Emulate, reproduce and find solutions to technical problems encountered by dairy customers.
- Where necessary, perform in-person, on-site support and troubleshooting services of software, PC desktop, hardware, printers, network cabling and other peripherals.
- Train and assist end-users on all aspects of the installation and use of Dairy Herd Management Software.

### Position Requirements:

- 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 1 year dairy experience in a herd management role or providing technical support and troubleshooting services related to software, hardware, internet and network issues.
- Must be fluent in English and French with excellent written and verbal communication skills.
- Superior customer service skills.
- 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 dairy managers.

If you meet the qualifications for this position, please send a cover letter and your resumé in the content of an email (no attachments please) with the subject line '**Bilingual Software Support Specialist**' to [careers@canwestdhi.com](mailto:careers@canwestdhi.com)

*We are an equal opportunity employer.*

*Please note that only those selected for an interview will be contacted.*

NO PHONE CALLS OR AGENCIES