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## Job Description of Work Functions

### *Position: IT – Tech Support/Training Software*

- **About the position**

- At Buffa Distribution, we are the Bowling Experts. We are looking to find an energetic and driven person to add to our installation and after-sale support team. This market segment has grown significantly over the years and we are in search of a professional with a wealth of experience in hardware and software installation, network management and intermediate to advanced computer skills. We hope you find a place in our great company.
- Based out of Montreal office. Flexible Hours. Full Time

- **Target Objectives**

- Install computers and devices on capital equipment installations
- Ensure proper network connectivity to scoring system and additional workstations
- Conduct on-site training for the software installations, Lexer and Conqueror
- Assist clients on after-sale support for the Lexer and Conqueror systems
- Sale of support contracts/tech time blocks
- In-house IT specialist, troubleshoot workstations/peripherals/server maintenance

- **Qualifications**

- Extensive Windows knowledge
- Ability to install/troubleshoot workstations and devices
- Ability to install computer hardware and software
- Intermediate Network Administration Skills, understanding of IP Addresses and network architecture
- Any previous software knowledge is a plus:
  - MS Office suite (Excel formulas and macros, import/export)
  - Windows Server 2008 or higher, Active Directory, Microsoft Exchange, Hyper-V
  - Sage 300, XM Symphony
  - QubicaAMF Conqueror, Lexer Bowling Software
- Strong problem solving skills
- Strong communication and understanding skills
- Ability to ask the right questions
- Spoken and written English and French
- Availability to travel with reasonable notice
- Ability to work productively from home/road/out of office environment
- Valid driver's license & passport and ability to travel abroad required
- Ability to work flexible hours and weekends

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#### **Buffa Distribution**

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