Software Systems Integrator, Operations

Location: Kitchener, Ontario
Full time

Delego builds cloud-based enterprise solutions to help enterprises running SAP ERP be at the forefront of e-payments with easy integration and total security. Founded in 1997 as an SAP consulting business, Delego has evolved into one of the largest providers of SAP-integrated payment solutions. Today, we help world-leading companies like SAP, L'Oréal, Maui Jim, The Globe and Mail, Descartes, Merck, Hilti and many others expand their digital payment capabilities.

We are an established company headquartered in Kitchener in a bright and scenic location overlooking the downtown core.

What you'll do

Reporting to the Associate Vice President, Operations, you will be working in a dynamic environment and you will be part of a high-performance team.

Your responsibilities will include:

- Installing the Delego product/solutions
- Testing installations to confirm operation
- Documenting the installation and updating applicable implementation checklist
- Working with customers to resolve implementation challenges
- Assisting in the development of business processes
- Troubleshooting new and existing installations
- Recording time and progress using tools provided
- Assisting , relieving support desk personnel
- Working with customers to resolve support tickets
- Participate in the documentation of infrastructures and technology
- Participate in compliance activities

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delegopayments.com

What we're looking for

The successful candidate must possess strong verbal and written communication skills in English, excel at problem-solving, perform under pressure, and be comfortable working with high profile clients on time-sensitive projects. Strong time and project management skills are required.

The following skills are essential:

- Experience with Windows and Unix-based operating systems
- Solid working knowledge of computer operations, including file structures, operating systems, file transfer protocols, security protocols, and networks.
- Logical thinking with good troubleshooting skills
- Knowledge of SAP ERP software and knowledge of the Payment Card Industry Data Security Standards (PCI DSS) are definite assets
- Candidates must have a university or college degree in business, computer science, engineering, or other applicable fields of study

Some national and international travel may be required. Therefore, the applicant must hold a valid Canadian passport, have the ability to get a valid Canadian passport or hold a valid passport from a country that can access Great Britain, Europe, the United States, Australia, and New Zealand.

What's the next step?

Submit your resume to careers@delegopayments.com with subject line **Software Systems Integrator, Operations**.

About Delego

Delego secures, integrates and enables digital payments for the world's largest companies running SAP. Delego's cloud-based platform secures payment data, eliminating the risk of cardholder data exposure in the event of a data breach and minimizing PCI compliance. Our solutions enable best-in-class payment experiences and integrate our customers' digital payment ecosystem with SAP.

About EVO Payments, Inc.

EVO Payments, Inc. (NASDAQ:EVOP) is a leading payment technology and services provider. EVO offers an array of innovative, reliable, and secure payment solutions to merchants ranging from small and mid-size enterprises to multinational companies and organizations

across the globe. As a fully integrated merchant acquirer and payment processor in over 50 markets and 150 currencies worldwide, EVO provides competitive solutions that promote business growth, increase customer loyalty, and enhance data security in the markets it serves.

Delego provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Delego Software Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.