



Application & Implementation Specialist

Position Overview:

Position Title:	Application & Implementation Specialist
Date Posted:	April 19 th , 2010
Closing Date:	May 7, 2010
Department:	Application & Implementation
Job Type:	Full-time
Location(s):	Calgary Downtown
Experience:	Minimum 2 years related experience preferred
Minimum Education:	Post Secondary Education
Salary:	Commensurate with experience

Company Overview:

Zedi Inc. (TSX VENTURE: ZED) specializes in the end-to-end management of oil and gas production operations. Zedi arms producers from the field to head office with accurate, timely and centralized data to help them make better business decisions. Using technology to gather highly accurate data from well sites, Zedi automatically moves it through critical work processes including web-based field data capture and production accounting systems. Zedi technology is continually evolving in the control and optimization of wells to ensure maximum production and cost reduction.

For more information about Zedi, please visit us online at www.zedi.ca.

Key Responsibilities:

- Coordinate all aspects of the implementation process for Field Data Management System.
- Coordinate new customer implementations including bulk data loading, data gathering and customer facing sessions. Participate in customer facing implementation meetings if needed.
- Deliver end user training sessions using material developed by the Training Manager and Training Specialist. The training may be delivered through a variety of mediums including instructor led classroom sessions and one-on-one telephone training.
- Provide user administration services for customers including, setting up new users, changing passwords, setting up company default parameters.
- Provide application help desk support for all applications. Provide superior customer service while troubleshooting and resolving problems.
- Identify and report application bugs.
- Refer enhancement requests and/or technical service requests to the appropriate team members.
- Manage the weekly updates and milestone tracking of Field Data Management System.
- Act as a change agent both internally and for our customers to promote and effect continuous improvement in the delivery and the adoption of zedi.i solutions.
- Participate in the development and delivery of new service offerings.

Qualifications:

- Post Secondary diploma/degree preferable.
- Experience providing support and/or working in a production operations role within an oil & gas company.

Ability to identify, analyze and resolve complex issues.

Excellent time management skills are required particularly the ability to manage numerous interruptions and juggle several complex issues at one time.

Strong organizational and prioritization skills required as there are often many implementations occurring at one time.

To Apply:

Forward your PDF or Microsoft Word formatted resume in confidence to careers@zedi.ca. Please use the job title as the subject line. We thank all applicants for their interest in Zedi; however only those candidates selected for an interview will be contacted.