ROLE: Applications Specialist (Hybrid or Remote)
START DATE: ASAP

A BIT ABOUT US

PCK Intellectual Property ("PCK") is a leading boutique IP firm known for its exceptionally strong patent and trademark origination practice, acting directly before CIPO, the USPTO, and WIPO. We work with clients across Canada, the U.S., and Europe, protecting innovations in software, telecommunications, medical devices, mechanical engineering, chemistry, and more. Our co-founders are authors of Canadian Patent Law (5th edition), a treatise cited by the Supreme Court of Canada, reflecting our thought leadership in IP law.

We value diversity, inclusion, and a positive, supportive workplace where our team thrives.

THE OPPORTUNITY

We are seeking a highly skilled, energetic, and creative Applications Specialist to configure, maintain, and develop PCK's workflow management system. Our system is based on Patricia (www.patrix.com, from Patrix AB), a SQL-based workflow and document management application for the intellectual property profession. The system also includes a number of custom-built extensions to Patricia's functionality. You will lead this core function for the firm and be responsible for its maintenance and development. Responsibilities include, but are not limited to:

- Flowchart business logic and translate into workflows used for tracking deadlines.
- Understand and flowchart existing system configuration for technical team and end users.
- Collaborate with end users including patent and trademark agents, clerical staff, accounting, and HR.
- Complete day-to-day administrative functions including managing user accounts, security settings, customization of objects, fields, and report generation.
- Build and maintain documentation and training materials.
- Perform other related duties as assigned.
- Time split is roughly 30% stakeholder/project management, 20% coding, 20% investigation/troubleshooting, 30% systems management.

THE SKILL SET

- Comfortable with MS Office (Visio, Word, Excel, Teams).
- Demonstrated experience in project management, stakeholder management, business requirements analysis in a software-related context.
- Experience with SQL and PHP required.
- Ability to use (or willingness to learn) HTML5, API integration, Python.
- Excellent communication and people skills.
- Exceptional problem-solving, troubleshooting, and analytical skills.
- Curiosity or interest in intellectual property and innovation is considered an asset.
- Positive attitude, flexibility, and ability to adapt in a fast-paced environment.

One or more days per week on-site at our Toronto office is preferred, although not required. Support during regular business hours in the Eastern Time Zone is required.

COMPENSATION
Expected salary range: **$80,000 - $110,000 per year**, commensurate with experience.

BENEFITS
- Benefits (health care, dental care, employee assistance program)
- Company events
- Casual dress

APPLICATION PROCESS
This posting is for an existing vacancy. Artificial intelligence tools may be used in the recruitment and selection process to assist with screening applications.

HOW TO APPLY
Submit your cover letter and résumé online or email your application to **hr@pckip.com**. Reference letters are also welcome.

PCK is committed to accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act. If you require accommodation for a disability during any stage of the recruitment process, please notify us at hr@pckip.com.

We thank all applicants for their interest; however, only those selected for further consideration will be contacted.