ROLE: Senior Software & Systems Engineer
LOCATION: Remote or hybrid. We welcome remote applicants and encourage hybrid work for candidates near our Toronto office to support in-person collaboration. Availability during regular business hours in the Eastern Time Zone is required.
START DATE: ASAP

A BIT ABOUT US
We are seeking an experienced Senior Software & Systems Engineer to manage, maintain and develop PCK's business applications and technology systems.

Our core system is based on Patricia (www.patrix.com, from Patrix AB), a SQL-based workflow and document management application for the intellectual property profession. PCK also has a number of custom-built applications, reports, integrations and extensions to Patricia's functionality.

This is a generalist role suited to someone who has worked in a smaller organization and is comfortable wearing multiple hats across stakeholder management, full-stack development, database and systems administration, troubleshooting and end user support.

Responsibilities include, but are not limited to:

- Linux Systems Administration
  - Server management: patches and updates, scheduled jobs, background services.
  - Backups and disaster recovery planning.
  - Database administration: schema changes, permissions, performance.
- Network Administration
  - Management of firewalls and switches, site-to-site and remote access, certificates.
  - Authentication and user account management.
- Full-stack Development
  - Writing, maintenance, and performance tuning for SQL procedures, views, functions, triggers.
  - Maintain, troubleshoot and develop PCK's business applications and custom software.
  - Maintain and improve integrations between PCK systems and third-party applications.
- Incident response
- Docketing System Configuration Management
  - Collaborate with end users, including patent and trademark professionals, clerical staff, accounting, human resources, and management for requirements gathering and business analysis.
  - Translate business logic and implement system configuration updates in Patricia and/or Patricia extensions and custom-built applications.
  - Identify opportunities to automate and improve existing systems and processes.
  - Build and maintain documentation, including system configurations, processes, recurring tasks and training materials.
- Backup support during IT Systems Administrator's absences, as required.

This is a newly created role at PCK, so we are looking for someone who is flexible, and excited to help shape the role as our technology needs continue to evolve. We anticipate that the role's time commitment will be split roughly evenly between systems administration, development, and docketing system configuration. The role will also involve meeting with stakeholders regularly to understand their needs and work with them to identify practical ways forward.

THE SKILL SET

- 7+ years of experience in software development, systems administration or a related technical role.
- Must-have technical skills:
  - Strong experience with Microsoft SQL Server and T-SQL, including writing, maintenance

and performance tuning for queries, procedures, views, functions.
    - Ability to understand and work within existing codebases.
    - Managing pull-request based workflows (Git / Bitbucket).
    - Experience integrating with external systems' APIs.
    - Experience with AI-assisted development and agentic coding tools, including review & testing of tool outputs.
    - Linux-based infrastructure management (Ubuntu, Docker, nginx/Apache).

- Must-have soft skills:
    - Demonstrated experience taking ownership of business-critical applications or systems, including ongoing development, maintenance and troubleshooting.
    - Experience in project management, stakeholder management and business requirements analysis.
    - Exceptional problem-solving, troubleshooting and analytical skills, including the ability to investigate unfamiliar or poorly documented systems.
    - Excellent communication and people skills, including the ability to work directly with non-technical users.
    - Positive attitude, flexibility and ability to adapt in a fast-paced environment.

- Willingness to learn:
    - PHP / Laravel PHP, JavaScript / TypeScript, Python, C#.
    - Browser automation (Playwright).
    - Authentication and account management (Active Directory/LDAP and Microsoft 365 / Entra ID).
    - Network infrastructure management (pfSense, managed switches, VPNs, DNS, SSL certificates).
    - Curiosity or interest in intellectual property and innovation is considered an asset.

COMPENSATION
Expected salary range: $140,000-$190,000 per year, commensurate with experience.

BENEFITS
- Benefits (health care, dental care, employee assistance program)
- Vacation and personal/sick days
- Company events
- Casual dress

APPLICATION PROCESS
This newly created position at PCK is an existing vacancy available to be filled. 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.