

JOB DESCRIPTION

Position: Technical Specialist	Department: Engineering Services
Reporting relationship: Engineering Services Manager	Effective date: June 2021

Position overview: Provide world class technical support over the phone, via email, and in person, perform product testing, and assist sales with technical questions. You are dedicated in quickly identifying the root cause of the problem and in providing reliable, timely responses. On the bench, you will conduct repairs on returns and evaluate product operation. Your depth of knowledge of our products and understanding the issues customers are facing in the field will have a positive impact in the success of our customer's experience and our products.

Primary responsibilities:

- Technical Support and Issue Resolution
- Product Testing and Evaluation for Repairs
- Product Testing and Evaluation for Development
- Product Documentation

Specific duties:

- Assist customers via telephone and through e-mail to troubleshoot and resolve product issues during regular business hours
- Assist sales in answering technical questions, assessing customer needs, and providing product recommendations
- Evaluation of product returns and conduct required repairs
- Logging customer issues with appropriate documentation and detailed troubleshooting notes
- Create and update work instructions for product testing
- Testing of prototypes to ensure conformance with product specifications
- Collect product data and prepare test reports
- Provide recommendations for product development and feature enhancement
- Build and maintain lab test jigs and equipment
- Conduct periodic production quality assessment
- Maintain product design documentation
- Additional duties to support department needs and business growth

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Education/ Skills required:

- A post secondary diploma or degree in electronics from a recognized institution
- Relevant experience
- Strong listening, verbal and written communication skills
- Proficient with Office 365 (Word, Excel, Teams, Outlook, Visio etc.)
- An understanding of Modbus and/or other communications protocols an asset
- Will be required to travel internationally on occasion

Competencies required:

- A motivated self-starter and positive attitude
- A driver – able to search and track down information to support activities
- Strong interpersonal skills and functions appropriately in a team environment
- Must be able to lift 30kg short distances and infrequently

How to apply: Please submit your resume through indeed.ca – [Apply Now](#)