

Technical Service Specialist

Job Code: SVSPE



Job Details

Location: Ontario
Job Type: Full Time

Position Summary

As the technical services specialist for heat-pumps and ventilation systems, you perform a variety of functions to provide timely and effective technical services, support and training for assigned product lines to perform various activities and customer support as per growing business needs. You will also perform related administrative duties, including reports, communications, and preparation of technical documents. You will take full ownership of both internal and external working relationships with the distributors and factory engineering personnel to resolve product performance issues, QA and technical investigations. The position reports to the Manager, Technical Services & Training.

Key Responsibilities

- Customer Support:
- Provide effective technical assistance to various stakeholders, both internal and external to solve technical issues across commercial HVAC product lines via factory and customer communications by emails, telephone and site visits as directed.
 - Training:
- Plan and prepare training curriculum in accordance with business needs including training related presentations, materials and other documents as required.
- Maintain training facility and ensure applicable equipment required for training purposes is functional and up to date.
- Develop training schedule and conduct training sessions in accordance with planned activities and customer requests.
 - Technical Administration and Services:
- Prepare technical documents such as, but not limited to, service bulletins, technical reports, site visits as directed.
- Perform technical services and product repairs as required, including product updates/re-work to ensure the most current version of equipment is available for sale to customers.
- Complete testing of new commercial HVAC products, including software, confirming proper functionality and performance as per factory specification parameters.
- Liaise with factory on QA resolutions and ensuring that all product information, installation, service, user and parts manuals are current and accurate.
- Active participation in TWG/QA meetings with parent factories, both virtual and in-person as directed.
- Review, test and assist processing warranty and RSA submissions in accordance with warranty guidelines.

- General:
- Perform all functions in accordance with department and Company policies, procedures and guidelines.
- Recommend and assist in the local development of new products, solutions, accessories etc. as directed.
- Responsible for the management and resolution of commercial service issues with our sales channel partners consisting of contractors, distributors, engineers and end-users.
- Assist training and mentoring of new service team personnel as needed.
- Maintain commissioning and fault logs for future reference.
- Act as a back-up resource for other technical support functions when required.
- Participate in monthly Technical team meetings and provide regular updates to Technical Services and Training Manager, HVAC Division.
- As available, attend company provided trainings on both technical know-how and soft skills for continuous learning and improvement.
- Other duties, as assigned.

Qualifications

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- HVAC Mechanic, Technician or Technologist, or other certification relevant to HVAC field.
- Minimum 8 years of field experience supporting HVAC products.
- Minimum 2 years of experience with a reputed manufacturer.
- Valid ODP license.
- Valid refrigeration license is an asset.
- Strong technical knowledge of commercial heat pumps and VRF systems with proven troubleshooting and problem-solving skills.
- Good understanding of network controls and integration.
- Good interpersonal, communication and customer service skills.
- Good working knowledge of Microsoft Office products (Word, Excel, PowerPoint).
- Ability to work independently as well as in a team environment.
- Ability to travel routinely including overseas as per business needs.
- Valid travel documents.

Education Requirements

Min/Preferred	Education Level	Description
Minimum	Other	HVAC Mechanic, Technician or Technologist, or other certification relevant to HVAC field

Years Of Experience

Minimum Years of Experience	Maximum Years of Experience	Comments
8		

Accommodations will be available upon request for persons with disabilities.