

JOB DESCRIPTION

TECHNICAL SUPPORT AGENT

Updated 17/11/2011

Candidate:
Immediate Supervisor: Director of Technical Support

Job description summary

This is an excellent opportunity to join a winning team. Our company offers favourable remuneration conditions and exceptional possibilities of growth and development. Our company, situated in proximity to Montreal, is a major player on the worldwide market of products in building automation (networkable & programmable controllers) and offers a unique opportunity to be a part of a dynamic group focused on developing innovative solutions for product integration.

The company's range of products are focused on customer's needs and those of the market, as well as advanced technology and innovation required for the automation of systems for commercial, institutional and industrial buildings (a complete solution for HVAC, lighting and more). The technical support and training department is responsible for answering customer requests concerning products either via telephone, on-line or by e-mail, as well as to provide training to our customers both on-site and at our offices. The group also supports internal sales team on a technical level and updates important customer information when necessary. It also contributes to the continuous improvement of the associated processes and the overall improvement of quality within the organization.

The ideal candidate represents the company from a technical perspective as an expert (on the product line) and as a professional trainer. The candidate, on a daily basis, must be diligent on follow-ups, opened inquiries, diagnosing, preventing and resolving technical problems discussing and sharing his findings with colleagues within the development department. Dedication, professionalism and cooperation all contribute to the candidate's personal success and to the quality of the relationships that are formed with both the customers as well as colleagues within the organization.

Under the immediate supervision of the Director of Technical Support, and in collaboration with the technical support team, research & development team and product sales team, the selected applicant will be responsible for providing technical support services to our customers.

Task Description

Technical Support Agent

- ✓ Respond to technical questions from customers via telephone or e-mail, pertaining to the use of Distech Controls controllers and their control systems network management software.
- ✓ Diagnose and resolve problems remotely (on-line or phone).
- ✓ Update the customer database (CRM) and log internal notes following all customer email/phone.
- ✓ Ensure that customers receive necessary support to solve their problems in a timely fashion.
- ✓ Collaborate with product development by providing the perspective of the customer on the functionality of our products.
- ✓ Communicate suggestions for changes/modifications to the development group according to management procedures and policies in place.
- ✓ Keep up to date with new technologies and products in the field related to the Distech controls product line and industry.
- ✓ Actively contribute to the improvement of available tools and internal processes used by the support team.
- ✓ Occasionally, diagnose customer problems on-site.

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Requirements

Mandatory:

- ✓ University degree or College diploma (DEC), with relevant experience in technical support.
- ✓ Minimum of 3 years experience in:
 - HVAC Systems
 - Electromechanical Building
 - Instrumentation and Controls
 - Programming
 - Process Control
- ✓ Relevant experience in the installation of building automation system.
- ✓ Programming and configuration of computer networks or IT systems.
- ✓ Available for travel and training: Valid passport for short trips
- ✓ Experience and/or qualification in a related domain as a trainer.
- ✓ Work Schedule Day 8:00 a.m. to 5:00 p.m. (Flexibility is possible depending on co-workers)
- ✓ Bilingual

Assets:

- ✓ Knowledge of the Echelon® LonWorks, BacNet®, Modbus, EIB, or other control systems communication protocols.
- ✓ Knowledge of access control and lighting.
- ✓ Ability to speak one of the following languages:
 - Arabic
 - Cantonese
 - Dutch
 - Hindu
 - Japanese
 - Spanish

Particularities

Mandatory:

- ✓ Structured and well organized
- ✓ Leadership and autonomy
- ✓ Customer Service oriented
- ✓ Demonstrates excellent interpersonal and communication skills
- ✓ Courteous with a positive attitude
- ✓ Willingness to learn and take on new responsibilities
- ✓ Disciplined and observant
- ✓ Proactive, resourceful and capable of handling multiple simultaneous tasks