



June 27, 2018

## Career Opportunity

Garaventa Lift is a world-class manufacturer of wheelchair lifts, LU/LA elevators and home elevators. Currently, we are seeking a:

### **Elevator Field Support Technician Surrey, B.C., Canada**

#### **Position Summary**

The Field Support Technician is responsible for customer contact where international customers receive installation, maintenance and troubleshooting advice. We provide detailed training to strengthen knowledge of hydraulics, electronic controls (PLC), electrical and mechanical systems specific to our products. Compensation is based on experience and contribution to our team. Garaventa Lift is an equal opportunity employer and offers an excellent benefit package. The position is full time with shifts distributed during the department operation hours of 6 am to 5 pm Pacific time.

#### **Qualifications**

- Practical knowledge of mechanical systems, electrical controls or complex machinery
- Trade Qualification as an Elevator Mechanic, Electrician or Mechanic is an asset. Equivalent field experience is accepted.
- Fluent in English. (Additional languages are beneficial)
- Excellent written and verbal communication skills required
- Exceptional customer service skills. The "wow" factor
- Be able to work with little or no supervision
- Goal oriented with a "team first" outlook

#### **Responsibilities**

- Reporting to the Technical Support Manager, a Technologist acts as the gateway to Garaventa for field technical issues related to lifts.
- Communication with customers is via email, telephone, and in person (ability to travel)
- Processing parts orders, identifying correct parts for field repair or replacement (Parts Lookup)
- Gathering technical information in manuals /drawings and transmitting to customers
- Processing and adjudication of warranty and claims
- Tier 1 troubleshooting (identification of known issues and communicating known solutions)
- Tier 2 troubleshooting (use of schematics, wiring diagrams and sequence of operations to determine faults)
- Tier 3 troubleshooting (field inspection, liaison with engineers, product managers and other subject matter experts to develop and execute trouble resolutions)
- Identification of quality issues and defect patterns; conduct quality investigations
- Assist in the creation and distribution of technical and product bulletins
- Limited travel (must have ability to travel outside Canada on business)

Interested candidates are encouraged to submit their resume including a cover letter in reply to this posting.

Start date: As soon as practical  
Office Location: Surrey BC, Canada

For more Garaventa Lift information please visit: [www.garaventalift.com](http://www.garaventalift.com)

Only applicants who will be interviewed will be notified.

