

Technical Support Product Specialist (Surrey, BC)



Garaventa Lift is an International company specializing in the design and manufacturing of wheelchair lifts and home elevators. We have an immediate opening for a talented, energetic and detail-oriented individual in our Technical Support department. Primary work is fast paced customer contact where international customers receive installation, maintenance and troubleshooting advice. Practical knowledge of mechanical systems, electrical controls or complex machinery is an asset. We provide 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 operating hours of 6 am to 5 pm Pacific Time.

Main Responsibilities:

- Reporting to the Technical Support Manager, a Technical Support Product Specialist acts as the gateway to Garaventa for field technical issues related to our lifts
- Communicates with customers via email, telephone, and in person (ability to travel)
- Tier 1 troubleshooting (identification of issues and communicates known solutions)
- Tier 2 troubleshooting (use of schematics, wiring diagrams and sequence of operations to determine faults)
- Tier 3 troubleshooting (field inspection, liaises with engineers, product managers and other subject matter experts to develop and execute resolutions)
- Gathers technical information from manuals /drawings and transmits to customers
- Processes parts orders, identifies correct parts for field repair or replacement and parts lookup
- Processes and adjudicates warranty and claims
- Identifies quality issues and defect patterns
- Assists in the creation and distribution of technical and product bulletins
- Limited travel (ability to travel outside Canada on business)
- Other relevant tasks as assigned.

Skills and Qualifications:

- Elevator Mechanic, Electrician or Mechanic is an asset. Equivalent field experience is accepted.
- Fluent in English (additional languages are beneficial)
- Excellent written communication and clear, concise verbal communication.
- Exceptional customer service skills.
- Ability to work with minimal supervision
- Goal and team oriented

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