



## Technical Support Specialist (Field Service Engineer)

### Role:

- Responsible for supporting customers world-wide by phone, email, team viewer, help desk system and on site
- Document, maintain and follow-up on all customer inquiries; through the Tracking System database
- Assist in the debugging, fault finding and root cause analysis of prototype and standard machines - to include system level testing and PLC programs, in-house and at the customer's site
- Create training materials and train customers in the use of company products
- Installation and commissioning of new equipment
- Calibration and verification of testers
- Onsite maintenance/repair of testers
- Responsible to assist Project Managers on open issues on equipment, in-house and customer site, for F.A.T. (Factory Acceptance Tests) and closing issues for S.A.T. (Site Acceptance Tests)
- Validation and verification of application performance, on new and existing D&V Products, as required
- Responsible to process, monitor and follow-up on completion of RMA's, as assigned

### Education and Experience

- B.Sc. in Electrical or Electronics Engineering
- Excellent written and oral communication skills
- 5+ years in a technical support role
- Outstanding troubleshooting and diagnostic capabilities of electronic, electromechanical and electrical systems
- Excellent customer service skills and relationship building
- Excellent problem solving and analytical skills
- Advanced knowledge of electronic circuit applications
- Advanced knowledge of computers and programming
- Demonstrated ability to work in a collaborative team environment with engineers, programmers, and sales professionals.
- Familiarization with automotive electromechanical systems and electronics would be an asset.
- Must be willing and able to travel to the USA and Overseas.
- Must have a valid passport and driver's License

D & V Electronics Ltd. values their employees. We encourage life-long learning and foster employee personal growth. If you're someone who enjoys working in a creative and innovative work environment, and would like to join our team, please submit your resume and covering letter to: [careers@dvelectronics.com](mailto:careers@dvelectronics.com) or fax us at (905) 264-0502.

We thank all applicants for their interest in our organization, however; only those selected for an interview will be contacted.