



NOW HIRING: Technology Support Specialist

Job description

SITECH® is a global distribution network for Trimble solutions, the most reliable and rugged mining and construction technology systems available to the heavy civil construction contractor, Mining Companies and Large scale Hydro, Road & Rail Contractors. The experienced construction professionals at our SITECH Mid-Canada dealership provides:

- Local customer service and sales
- Installation services
- Technical support
- Professional Services
- Personalized training
- Support Agreements

SITECH Mid-Canada Ltd. is Canada's largest dealership for Trimble construction equipment. Our team at SITECH Mid-Canada understands how to apply Trimble technology to effectively solve some of the biggest challenges customers are facing on the construction site. SITECH Mid-Canada helps civil engineering and construction customers leverage technology systems for their entire fleet of heavy equipment and survey needs. We are the local experts for construction technology. SITECH Mid-Canada is seeking highly-driven person who is customer centric and enjoys working with the best in class industry experts. This person who we seek will learn and work with the most advance construction technologies Trimble Navigation has to offer. Along with the state of the art technologies and solutions, this Technical Support Specialist will drive customer success in; machine control, site positioning systems (GPS and Robtic Total Stations), office and field engineering and management software, along with telematics/analytics systems.

The Technical Support Specialist will be responsible for the following:

- Implementation of technology products purchased by our customers
- Assisting sales force with technical presentations
- Product introduction and training for end users
- Providing customer support using a variety of methods
- Host and perform formal training in both the classroom and the field
- Continued support of existing clients ensuring a high level of customer satisfaction
- Maintain positive communications with customers before, during and after support and installs.
- Provide presales and post sales technical support.
- General technical assistance preparing and testing systems for field use
- Most importantly, work with the best team in the industry

Key attributes required in this position:

- Aptitude for computer related technology
- Must be able to communicate effectively both orally and in writing
- Problem solving skills are essential
- Customer Focused - Finely tuned customer service skills
- Strong time management and prioritization skills
- High diagnostic, analytical and creative
- Enjoys working with and demonstrating the latest technical and most respected and advance brand of civil engineering and construction technologies in the market
- Self-disciplined, highly organized with strategic planning skills and the ability to work independently
- Team player - excellent interpersonal skills and positive personality
- Physically able to handle the requirements of the position

Preferred Skills:

- Preferred Post-Secondary degree in Geomatics, Engineering, Construction Management and/or Electronics
- Preferred Experience with manual and robotic Total Stations, GNSS Real Time Kinematic (RTK) and wireless technologies
- Familiar with surveying theory and construction field work
- Familiarity with Construction processes and technologies
- Willing to travel
- Electronics troubleshooting skills

If you are a high energy, self-motivated individual who thrives in a team-oriented environment, customer service focused environment who works well under pressure and possess strong leadership skills, please submit your resume by email in confidence to: Support@sitechmidcanada.com