

---

## **Job Description – Co-op Technical Support Representative**

---

### **Title**

Co-op Technical Support Representative

### **Reports To**

Technical Support Manager

### **Summary**

The Co-op Technical Support Representative assists the Technical Support Manager and other representatives to respond to client service requests or questions and solve any issues through repairs, installation, instruction or maintenance. The Co-op Technical Support Representative works to maintain working relationships with clients while inspecting their equipment, diagnosing any faults and fulfilling their equipment needs. He/she handles tasks given to them by other representatives or supervisors and will help them with their own projects. All client negotiations and order/service finalizations will be handled the Technical Support Manager. The Co-op Technical Support Representative will learn the technical and communication skills necessary to be an effective technical support representative.

### **Core Competencies**

- Customer Focus
- Communication
- Energy & Stress
- Quality Orientation
- Adaptability/ Flexibility
- Time Management
- Creative and Innovative Thinking
- Problem Solving
- Development and Continual Learning
- Result Focus
- Accountability and Dependability
- Ethics and Integrity
- Providing Consultation
- Mathematical Reasoning
- Planning and Organizing

## **Job Duties**

- Provide technical and troubleshooting support for automotive equipment including mechanical and electrical assemblies.
- Help diagnose and resolve technical and engineering related issues that impact sales, installation, or utilization of automotive products.
- Respond to phone, and in person inquiries on automotive products in a professional and timely manner.
- Adjust and repair equipment or replace defective parts, components or systems.
- Log incoming inquiries and their resolution in the reporting book.
- Escalate issues that cannot be addressed directly by the Technical Support team.
- Clean, lubricate, service and perform other routine maintenance work on equipment.
- Provide training and assistance to help customers learn how to use various automotive products.
- Inspecting heavy equipment for proper performance to detect faults and malfunctions
- Diagnosing faults or malfunctions using computerized and other testing equipment to determine the extent of repair required
- Adjust equipment and repair or replace defective parts, components or systems using hand and power tools
- Testing repaired equipment for proper performance and to ensure that work meets manufacturers' specifications
- Clean, lubricate and perform other routine maintenance work on equipment
- Service attachments and working tools such as blades, ploughs, winches and side booms
- Other duties as assigned by management.

## **Requirements**

- Currently enrolled in an Automotive Technology post-secondary program.
- Experience in machine building, dismounting and installation.
- Recommended experience with mechanical and electrical assemblies.
- Knowledge of general sketching or interpreting of schematic electrical wiring diagrams.
- Knowledge of programing and trouble shooting.
- Previous experience in customer service.
- Ability to read, write, understand and communicate effectively in English.
- Ability to work independently under minimal supervision as well as function in a team environment.
- Ability to read and understand the Canadian Electrical Code.
- Solid negotiation, conflict resolution, and people management skills.
- Willingness to learn and grow.
- Strong problem identification and problem resolution skills.
- Able to effectively communicate both verbally and in writing.

**Work Conditions**

- Travel required.
- Manual dexterity required to use manual and power tools.
- Able to lift and handle heavy equipment.
- Hours may vary by season
- Work pay involve inconsistent shirts and weekends.
- Overtime as required.

Name:

Date:

Signature: