

Canada Auto Solutions is looking for a Technical Support Representative co-op student to join their team! Canada Auto Solutions are leaders serving global automotive vehicle repair, offering the latest technology at the most affordable prices to shops for over 25 years worldwide. The Technical Support Representative will be responsible and accountable for providing product support and resolving technical issues via phone, remotely and onsite visits for all Canada Auto Solutions product lines.

**What we offer:**

- Competitive Salary
- Advancement Opportunities
- Long-term Employment

**Core Competencies:**

- Customer Focus
- Communication
- Problem Solving
- Accountability and Dependability
- Ethics and Integrity

**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.
- 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 in mechanical and electrical assemblies.
- Knowledge of general sketching or interpreting of schematic electrical wiring diagrams.
- Knowledge of programming 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.

**Working Conditions:**

- Work may involve lifting and handling of heavy equipment.
- Work will involve traveling to client sites and workplaces.