

Company Profile: Endurance Wind Power will be the global leader in distributed wind technology and products. We will provide the market the greatest return on their renewable energy investment. We are an employee-owned, engineering-driven company with a passion for business excellence. We design, test, manufacture and market the best distributed wind turbines in the world.
www.endurancewindpower.com

Job Title: Technical Support Engineer

Location: South Surrey, BC

Salary: Negotiable depending on experience

Duties:

- Second line technical support (dealers and distributors provide first line support)
- Occasional first line support directly with customers when required
- Liaising with Engineering Team to determine root cause of field issues and feed back field failure trends that need to be addressed
- Administering warranty returns
- Improving the overall post-sales customer and dealer experience
- Providing feedback to our technical writers to continuously improving customer-facing documentation

Required Qualifications:

- Bachelor of Applied Science or Engineering or demonstrated equivalent
- 2-5 years of post-graduate technical experience
- Electrical mechanical troubleshooting skills
- Excellent verbal and written communications skills - this includes the ability to produce publicly available technical product documentation
- Strong interpersonal and customer relationship management skills
- Extremely organized with meticulous attention to detail
- Ability to prioritize and multi-task
- Valid passport with no travel restrictions (occasional international travel required)

Desirable Qualifications:

- Ideal candidates would have a variety of experience troubleshooting electrical, computer and mechanical systems
- Proven customer interaction track record
- Previous technical support experience
- IT experience (i.e. setting up routers and VPN's, familiar with TCP/IP communications)

Application Procedure:

Due to the large number of expected applicants, we ask that you complete a brief application form to summarize your application into one cover page. Please attach a cover letter and resume after the application form and place all three items in one pdf file if possible. All applications should be sent to techjobs@endurancewindpower.com.

Application Form:

Please place a completed version of this application form alone on page 1 of your application.

Name	
Email address	
Engineering Degree (Discipline, Date then school name)	
Years of technical experience	
Technical Support Experience (if yes, list number of years of experience)	
Level of comfort troubleshooting electrical and/or computer systems.	
Level of comfort troubleshooting mechanical systems.	
Current city of residence	
Current industry of employment	
Single most distinguishable asset that makes you an optimal fit for this role	