

Technical Services Engineer

What's exciting about Endurance Wind Power?

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.

This is an exciting time for Endurance Wind Power as we grow our company. If you are passionate about the alternate energy market and are looking to make a difference in the fast-paced work environment, this could be a role and place for you.

Reports to: Technical Director

Location: South Surrey, BC

What can you expect in the Technical Services Engineer position?

- You will be a second line technical support via phone and email. Our dealers and distributors provide first line support. Occasional first line support via phone and email directly with end-customers when required
- You will liaise with Engineering Team to determine root cause of field issues and feed back field failure trends that need to be addressed
- You will administer warranty returns
- You will look to improve the overall post-sales customer and dealer experience
- You will provide feedback to our technical writers to continuously improving customer-facing documentation

What kind of background is required to thrive in this position?

Required Qualifications:

- Bachelor of Applied Science or Engineering or demonstrated equivalent
- 0-5 years of post-graduate technical experience
- Electrical and mechanical troubleshooting skills
- Strong verbal and written communications skills
- Strong interpersonal and customer relationship management skills
- Well organized with a keen attention to detail
- Ability to prioritize and multi-task
- Valid passport with no travel restrictions (occasional international travel required)
- Valid driver's license with no restrictions

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)

What's the Essence of this Opportunity?

We're a dedicated team of professionals, working on complex systems that are a core component of a renewable energy product that is literally world changing. We have an opportunity for a technically talented engineer to take on increasing responsibilities as our company and team grow.

Ready to Join our Team?

Please respond with cover letter and resume to resumes@endurancwindpower.com. In the Subject line, kindly state your specific interest in the position, and why you feel you would be contributing member to the Endurance team. In addition, please include a summary page with the following information:

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	