

# Customer Service Technician – Calgary, Alberta

## Our Company

Global Power Technologies (GPT) is the world's leading manufacturer and distributor of Thermoelectric Generators (TEGs) and a leading supplier of Remote Power Systems. The Company's products are used extensively in the oil and gas industry as well as for telecommunications, security and surveillance and military applications. GPT has been providing reliable solutions for critical remote power applications around the world since 1975.

We are looking for a motivated and energetic individual for our Customer Service Technician position.

## Job Purpose

Reporting to the Service Manager, the Customer Service Technician is responsible for providing customer facing field service, repair, commissioning and training of our Thermoelectric Generator (TEG) products.

## Key Responsibilities and Duties

- Provide quality technical customer support for all incoming service calls (via call, email and work ticket) for technical issues and/or requests
- Repair and service customer equipment returned to our facility
- Training customers in regard to equipment operation and maintenance
- Completion of and submission of documentation (work orders, part orders, transfers and replenishments, time sheets etc.)
- Ability to comprehend and identify process issues with our equipment
- Utilize appropriate use of all tools available for resolution activities (email, phone, in person, classroom training)
- Provide on-call emergency support as required
- Work under minimal supervision while ensuring that customer and client expectations are being met as per Company standards
- Actively promote and demonstrate safety as a company value.

## Qualifications

- Currently enrolled in an Electrical trade apprenticeship or other technical training and related experience.
- 2+ years of Industrial and/or manufacturing knowledge and experience
- Demonstrated experience with trouble shooting, diagnosing and repairing electrical field equipment and/or Industrial HVAC systems
- Ability to read and understand electrical and mechanical schematics
- Strong attention to detail and demonstrated ability to problem solve on a case by base
- Must be comfortable training clients in a group environment showcasing how to run and maintain our equipment
- Ability to follow verbal and written instruction with limited supervision
- Quick learner, self-starter and motivated to learn
- Intermediate knowledge of Microsoft Office skills
- Experience with an ERP such as SAP is an asset
- Willingness to travel
- Must be able to work in Canada and Internationally (valid passport) – as needed.

**What We Offer**

At Global Power Technologies we care about the personal job satisfaction of our employees. We recognize the wide variety of factors that contribute to this satisfaction and encourage work life balance. Along with competitive compensation and benefits packages, we offer a respectful work environment, one which provides our employees with valuable learning experiences and career growth opportunities.

**To Apply**

Please submit your resume and cover letter to [HR@globalte.com](mailto:HR@globalte.com) quoting the job title in the subject line and tell us why you are the best candidate for the job. We thank all applicants for their interest, however due to the volume of anticipated applications, we will be responding only to those candidates who are shortlisted.