



Senior Field Service Technician, Canada

Our Company

Gentherm Global Power Technologies (GPT) is the world's leading manufacturer and distributor of Thermoelectric Generators (TEG's) 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. With sales into 55 countries, GPT has been providing reliable solutions for critical remote power applications around the world since 1975.

Job Purpose

Reporting to the Customer Production & Service Manager based out of Calgary, Alberta Canada, this field-based, customer facing position will be responsible for field service, repair and commissioning of our Thermoelectric Generator products in Canada. This position may include International travel.

Duties

- Overseeing and managing all customer service activities based out of the Calgary shop location.
- Planning and executing all field service work including repairs and commissioning activities.
- Repairing and servicing customer equipment returned to the shop.
- Providing technical support to customers via telephone and email.
- Preparing service quotations for customers.
- Daily completion and submission of documentation (work orders, part orders, transfers and replenishments, time sheets, etc.)
- Scheduling weekly and monthly customer service activities.
- Coordinating third party service teams as required.
- Managing parts inventory as well as shipping and receiving for respective locations.
- Training customers in regards to equipment operation and maintenance.
- Monitoring field service expenses.
- Managing travel and expenses in a fiscally responsible manner.
- Provide on-call emergency service as required.
- Work under minimal supervision while ensuring that customer and client expectations are being met as per corporate standards.

Qualifications

- Licensed Journeyman Electrician
- 8+ years with troubleshooting, diagnosing and repairing electrical field equipment. Experience with Industrial HVAC systems is an asset
- Experience in oil and gas sector with focus on electronics and instrumentation.
- Experience working for a matrix organization is an asset

- Ability to travel throughout Canada as required and support offshore and International repairs as required. Travel could be as much as 60%.
- Ability to read and understand electrical and mechanical schematics.
- Organized, Autonomous and resourceful
- Solid computer skills with a knowledge of Microsoft Office including Excel.
- Excellent customer service orientation with strong verbal and written communication skills.
- Organized with the ability to keep accurate records and produce reports.
- Valid drivers' license.
- Experience with operating material handling equipment is a strong asset.

What We Offer

At Gentherm 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.

Interested?

Submit your resume and cover letter, to hr@globalte.com.