



**Posting Date:** Wednesday, November. 23<sup>rd</sup>, 2022

**Job Title:** Technical Support

**Department:** Technical Specialists – Service, Support, and Sales

**Reports To:** VP, Sales and Marketing

**Direct Reports:** None

**Location:** Edmonton, AB, CA

**About our Company:** Boreal Laser develops, manufactures, and sells Laser Based - Open Path Gas Detection Products for industrial leak detection applications all around the world through a network of Tier-1 distributors.

**Position Summary:** The candidate will be trained and developed into a Technical Resource for our:

- **Customer Facing Team (i.e., Sales Team, Distributors, Integrators, and Re-Sellers):** They will provide Technical Expertise to not only help the team facilitate the sale but assist in post-sale activities such as share installation/integration knowledge, assist with commissioning, and if required, help with troubleshooting.
- **Internal Team (i.e., Product Development, Production, and Service):** They will work with internal members to assist in the development of new products, features, or functionality as well as assist in troubleshooting the product either being manufactured or being returned for service.

**Education Requirements:** Successful past candidates have had formal education in Instrumentation or Electronics as a Technician/Technologist/Engineer. We're open to looking at other technical backgrounds or experience relating to the installation, commissioning, service, support or sales of either gas detection, measurement instrumentation, analytical equipment, or control systems used in industrial applications.

**Desired Work Experience:** Prior experience with either gas detection, measurement instrumentation, analytical equipment, or control systems in any of the following areas is an asset:

- Field experience with installation, commissioning, and troubleshooting,
- Previous maintenance or support roles,
- Project Management experience, or
- Inside or outside sales experience.

**Training/Development:** The candidate will be placed through a Technical Development Program which has been put in place for new hires to help create an understanding of Boreal Laser's Culture, Technology, and Products through direct exposure to each of Boreal Laser's technical segments. The candidate will spend time in Production learning to build, configure, and calibrate our line of GasFinder Analyzers before moving over the Technical Specialist Team where you'll be exposed to customer facing roles in service, support, and sales. The goal of the Technical Development Program is to develop employees that have sufficient technical training to not only perform their duties but also allows for advancement within the organization.



### Requirements:

- Strong interpersonal and teamwork skills
- Ability to manage customer expectations/experience
- Comfortable and confident in presenting technical information
- Proven troubleshooting capabilities
- Detail oriented
- Ability to lift 20 kg (45 lbs.)
- Expected Hours of Work: 8 hours/day, 5 days/week, with occasional overtime
- Experience with using standard hand and power tools
- Willing to travel domestically and internationally (estimated 4-6 weeks per year)
- Familiarity with Microsoft Office (Word, Excel, PowerPoint, etc.)
- Class 5 Drivers License
- Fulfills the requirements necessary to enter/work in an industrial facility
- Has the ability to obtain: WHMIS, CSTS, Fall Protection, and H2S Alive
- Perform all work in a safe manner according to procedures and protocols

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.