



WE'RE LOOKING FOR A TECHNICAL SUPPORT REPRESENTATIVE

Location: Central Canada

The Technical Support Representative provides technical liaison activities between all departments of AHCA and its customer, may be directly trained and assigned for the particular aircraft or system. This position effectively manages the customer's overall interests both on technical matters, customer support, service and sales, through listening and questioning for understanding and providing sound technical advice; tracking important customer and product information upon which business decision are made, and providing customer intelligence, requirements, interest or intention to purchase sales or service, to collaborative customer support departments.

The role must consciously meet with and interact with all levels of customers – from owner/operators to service technician – in a customer-excellence centric environment.

MAIN RESPONSIBILITIES

Technical Support

- Communicate with customers either by phone, email or technical database to help customers with requests for help with questions on assigned products, Light helicopters, Medium Twins or Heavy Helicopters.
- Help our customers with either troubleshoot problems; assist with information, documentation, repair requests and technical requests.
- Provide support to AHCA Technical Representatives, Service-centres and helicopter operators and interfaces with OEM involving product improvement, and the development and maintenance of optional equipment.
- Explain and resolve technical issues over the phone as well as in person during on-site visits.
- Accurately and promptly report all customer issues into Airbus WEBTEK database/tool for tracking and reporting on service data with efficiency.
- Collect incident/accident information and prepare reports on a timely basis for effective management and operational decisions and actions as required.
- Monitor and report on all open issues with expediency to ensure high levels of customer service; ensure accurate and prompt in systems/tools.
- Provide customers with technical up-dates using excellent customer service and communication skills to ensure an understanding of technical requirements and our commitment to prompt and efficient service level and response time.
- Provide on call/AOG support on a rotating basis with other team members to ensure high levels of customer response during off hours.
- Develop regular on-site visit schedule for providing additional technical and product support training for customers with perceived limited expertise.



- Report on customer fleet information changes and upcoming customer requirements to management (within database systems if required) to support accurate decision making, business forecasting and knowledge of customer operations and requirements.
- Ensure customers are fully aware of product capability and have required technical expertise, raise awareness of customers who may require enhanced product operation and technical training in Sales-force and to the Tech Support Manager.
- Review part replacements, cannibalizations for technical merit, alternative solutions, and make recommendations to ensure cost effective and technically sound actions on the part of AHI and our customers.
- Participate in identifying trends in the area of service problems and develop procedures/instruction to alleviate problems.
- Make recommendations for technical change to provide improvement in operations, safety and operating cost.
- Provide collaboration, support and clarification on product, part or customer specifics to CSRs and other departments as required.
- Promote and foster sales of R&O, service, and new product, identifying all anecdotal information and clearly stated intention to purchase service or sales to the respective customer support teams, (sales, marketing, etc.).
- Perform standby duty after hours, weekends and holidays to respond to customer needs
- Other duties as assigned.

Sales, Tradeshow and Company Events

- Support of marketing activities such as demonstrations, trade shows, presentations and seminars.
- Attend meetings with different departments such as Customer Support, sales and marketing and represent Technical Support.

EDUCATION & JOB REQUIREMENTS

Education:

- College Diploma in Aircraft Maintenance, or a related field
- AME, M1 and/or M2 Licence is required

Experience:

- Technical/aircraft maintenance background
- 10 years' experience on Airbus Helicopter products, preferably with multiple types



Knowledge, Skills, Demonstrated Capabilities:

- Professional written, presentation, and verbal communication.
- Evaluating and interpreting contracts, data deliverables, and procedures.
- Independent planning and organization.
- Working with cross-functional teams and customers in a fast paced environment.
- A high level of integrity and an understanding of the importance of protecting the interests of the company while also ensuring customer satisfaction is critical
- Ability to perform and present technical and metric oriented data in a clear and concise format
- Eligible to enrol in the Canadian Controlled Goods Program through successful screening
- Must be able occasionally travel domestically and internationally

Other Information:

We offer a competitive salary, company paid health, vision and dental package, pension plan, stock options, service recognition awards and much more!