

## Supervisor – Technical Service



### **Summary of Position**

The candidate will be responsible for the supervision of system start-up, training clients on the operation of the equipment, trouble shooting any problems and providing on-going customer support.

The Supervisor – Technical Service is also responsible for all aspects of testing the equipment in-house, which includes providing supervision and instruction to Production Technicians.

### **Responsibilities**

- ➔ Supervise start-up of the equipment in the customer's plant.
- ➔ Train customers on the use and maintenance of the equipment.
- ➔ Test and demonstrate chemical and physical performance of the equipment.
- ➔ Provide telephone support to customers after start-up.
- ➔ Prepare internal start-up reports and start-up letters to the customer.
- ➔ Provide trouble shooting for mechanical, electrical and process problems both over the phone and at the customer's plant. Document more serious problems and forward to appropriate departments for review/resolution.
- ➔ Monitor log sheets from customer's on a weekly basis.
- ➔ In-house testing of equipment and components.
- ➔ Attending project engineering meetings to review the equipment design as per ISO 9001 procedures.
- ➔ Create procedures for the start-up of the systems as required.
- ➔ Set up and conduct project engineering meetings to review the testing and start-up of equipment.
- ➔ Assisting customers with installation of the equipment (telephone support).
- ➔ Be on call, which involves wearing a cell phone and being within the cell phone range.
- ➔ To ensure systems comply with the process specification requirements and complete all Testing, Test Reporting and confirmation of Testing.
- ➔ To complete the Test Block Report Form confirming system conformance with design criteria as per ISO 9001 procedures.
- ➔ Authorize Test Block Report Form as per ISO 9001 procedures.

- ➔ To complete the Customer Service Call Report Form when onsite at customer sites as per ISO 9001 procedures.
- ➔ Complete the Customer Service Checklist when onsite at customer sites as per ISO 9001.
- ➔ Receive training and become part of the monitoring crew for WTP site at OPG Pickering facility; this includes the requirement to be on call 24/7 as a member of priority rotation for WTP monitoring/emergency team.

## **Requirements**

- ➔ Degree/Diploma in Mechanical Engineering, Technologist or Chemical Engineering.
- ➔ 5+ years related industry experience. Chemical, steel and/or water treatment applications an asset.
- ➔ Results oriented, strong organizational skills and attention to detail. Good time management skills required.
- ➔ Self-directed to achieve results.
- ➔ Effective troubleshooter: mechanical inclination, analytical reasoning, and problem-solver.
- ➔ Self-managed, ability to prioritize and plan projects to achieve on-time completion.
- ➔ Demonstrate tact, diplomacy, flexibility and excellent interpersonal skills.
- ➔ High degree of communication skill including proficient use of the English language (verbal, written).
- ➔ Extensive travel required (overtime required).
- ➔ Must have own vehicle and be in possession of a valid driver's license.
- ➔ Must be eligible to obtain Passport/Visa.

Interested candidates can visit our website at [www.eco-tec.com](http://www.eco-tec.com) and apply on-line. We thank all applicants for their interest; however, only those being considered for an interview will be contacted.