



## NOW HIRING: Technology Support Specialist (Dartmouth)

### Job description

SITECH® is a global distribution network for Trimble solutions, the most reliable and rugged mining and construction technology systems available to the heavy civil construction contractor, Mining Companies and Large Scale Hydro, Road & Rail Contractors. The experienced construction professionals at our SITECH QM (Atlantic Region) dealership provide:

- Local customer service and sales
- Installation services
- Personalized training
- Technical support
- Professional Services
- Support Agreements

SITECH QM (Atlantic Region) is Canada's largest dealership for Trimble construction equipment. Our team at SITECH QM (Atlantic Region) understands how to apply Trimble technology to effectively solve some of the biggest challenges customers are facing on the construction site. SITECH QM (Atlantic Region) helps civil engineering and construction customers leverage technology systems for their entire fleet of heavy equipment and survey needs. We are the local experts for construction technology.

SITECH QM (Atlantic Region) is seeking a highly-driven person who is customer centric and enjoys working with the best-in-class industry experts. This person who we seek will learn and work with the most advanced construction technologies Trimble Navigation has to offer. Along with the state-of-the-art technologies and solutions, this Technical Support Specialist will drive customer success in machine control, site positioning systems (GPS and Robotic Total Stations), office and field engineering and management software, along with telematics/analytics systems.

The Technical Support Specialist will be responsible for the following:

- Implementation of technology products purchased by our customers
- Assisting sales force with technical presentations
- Product introduction and training for end users
- Providing customer support using a variety of methods
- Host and perform formal training in both the classroom and the field
- Continued support of existing clients ensuring a high level of customer satisfaction
- Maintain positive communications with customers before, during and after support and installs.
- Provide pre-sales and post-sales technical support.
- General technical assistance preparing and testing systems for field use
- Most importantly, work with the best team in the industry

Key attributes required in this position:

- Aptitude for computer-related technology
- Must be able to communicate effectively both orally and in writing
- Problem solving skills are essential
- Customer Focused – Finely-tuned customer service skills
- Strong time management and prioritization skills
- High diagnostic, analytical and creative
- Enjoys working with and demonstrating the latest technical and most respected and advanced brand of civil engineering and construction technologies in the market
- Self-disciplined, highly organized with strategic planning skills and the ability to work independently
- Team player - excellent interpersonal skills and positive personality
- Physically able to handle the requirements of the position

Preferred Skills:

- Preferred Post-Secondary degree in Geomatics, Engineering, Construction Management and/or Electronics
- Preferred Experience with manual and robotic Total Stations, GNSS Real Time Kinematic (RTK) and wireless technologies
- Familiar with surveying theory and construction field work
- Familiarity with Construction processes and technologies
- Willing to travel
- Electronics troubleshooting skills

If you are a high energy, self-motivated individual who thrives in a team-oriented, customer service focused environment who works well under pressure and possesses strong leadership skills, please submit your resume by email in confidence to:

SITECH QM (Atlantic Region)

Attn: Jonathon MacInnes

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