

TECHNICAL SERVICES SPECIALIST

LOCATION: Winnipeg, MB
DEPARTMENT: Service Organization
DATE POSTED: DECEMBER 15, 2016



New Flyer Industries – North American’s leading manufacturer of Heavy-Duty Transit buses in the U.S. and Canada is looking for a **TECHNICAL SERVICES SPECIALIST** that is able to resolve mechanical and / or electrical issues with our customers.

We hope you’ll join us as we develop new greener, leaner and cleaner transit solutions in a responsible way. Don’t settle for a job when you can get ahead in a career.

Position Summary:

The Technical Services Specialist is responsible for providing engineering related technical support to our customers, suppliers and the Regional Product Support Managers of New Flyer. Duties include investigating product field issues related to heavy / medium duty mechanical systems, and can troubleshoot programming and electrical systems. The determination of root cause and corrective action, and developing instructions for repairs with the goal to resolve our customer's technical problems effectively in a timely manner is the major responsibility of this position.

What you will do:

- Recommend course of action to solve problems for field staff and customers.
- Investigate, document and release instructions for completion of retrofits.
- Investigate, identify and resolve product problems of varying difficulty with appropriate departments including suppliers. This includes documenting and providing Supplier Corrective Action notices for supplier issues.
- Create instructions or service bulletins for field techs to complete repairs. This may require field work to determine root cause and corrective action.
- Supply Technical Publications Department with updated information for manuals as well as suggestions on improvements.
- Stay up to date with training on all pertinent systems of the bus.
- Assist with controlled testing of components and installations and ensure product reliability and verify component fit.

Skills and Experience:

- Bachelor of Science in Engineering (P.Eng or EIT), Diploma in Engineering Technology (CET), or equivalent work experience
- 2-5 years’ experience in electrical/mechanical/manufacturing engineering and customer service is preferred
- Previous experience trouble shooting wiring issues and the electrical interface with fault codes
- Knowledge of medium / heavy duty mechanical systems and troubleshooting
- Good understanding and ability to read and interpret engineering drawings and electrical schematics
- Innovative problem-solver who can generate workable solutions and resolve complaints
- Motivated self-starter with high level of initiative
- Above average interpersonal skills and a professional attitude to providing excellent customer service
- Highly analytical thinker with demonstrated talent for identifying, scrutinizing and improving processes
- Strong time management skills and ability to manage multiple priorities in a fast paced environment
- Experience in writing technical instructions related to automotive repair

**Travel will be required for this position **

APPLY NOW!

This position will appeal to individuals who enjoy the challenge of problems-solving customer issues with new designs and / or complex mechanical systems. If you would like to apply for this position of Technical Services Specialist, or know someone who would, please submit a resume to: employment@newflyer.com

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