

Technical Support Representative

MiTek® Canada Inc., a subsidiary of Berkshire Hathaway, Inc. is the world's leading supplier of state-of-the-art, engineered connector products, engineering services, and computer-driven machinery for the building component industry. We provide the industry's most advanced, most comprehensive, and most innovative software for design and manufacturing. Our products and services are backed up by a team of industry professionals who are dedicated to one goal - making our customers successful.

We are seeking a dynamic and motivated **Technical Support Representative**.

We are currently looking for 1 unilingual English speaking candidate who can be located anywhere across Canada.

**** Please note this is NOT an IT position. You must have the following experience and knowledge to be considered for this role: Knowledge of construction and framing practice and Engineered building component layout or design experience ****

Primary Duties:

- Travel to customer sites to provide software training and support.
- Researches unsolved open software issues and provides solutions to customers.
- Responsible for researching and resolving customer support lists submitted by customers.
- When needed, works directly with Product Management and Software Development to ensure proper correction of defects and implementation of enhancements into the software.
- When needed, works directly with Technical Documentation Group to ensure features are clear and completely documented.
- Maintain records of daily data communication transactions, problems, and remedial actions taken, or installation activities.
- Submit trip reports providing a summary of the items covered during each customer visit.

- Assist with development of training materials and procedures. Train users in the proper use of MiTek software.
- Confer with staff, users, and management to examine more critical issues with the MiTek software.

Qualified Candidates Will Possess the Following:

- Degree, Diploma in a related field or four years related experience.
- Must have strong communication and customer service skills. Need to be able to communicate effectively, both verbally and written, while assisting customers over the phone, email and in person.
- Knowledge of construction and framing practices
- Engineered building component layout or design experience
- Experience in EWP design, truss design and Material estimation, a definite asset
- Familiarity with Microsoft Windows Operating Systems and various networking environments.
- Knowledge of MiTek's SAPPHIRE technology is a plus.
- Must have the ability to comprehend complex technical topics and specialized information. Ability to identify problems, take ownership of them and develop solutions using the tools at hand.
- A positive, friendly manner and approach that will enable the successful candidate to deal with challenging situations with empathy and sincerity
- Strong knowledge of Microsoft Office and knowledge of Excel is considered an asset
- Ability to travel within Canada and the US
- Ability to interact at a high level of professionalism with others; including co-workers, vendors and customers.
- Attendance during regular work hours and overtime required.

The company offers a competitive salary and a full range of employee benefits.