



TECHNICAL SUPPORT SPECIALIST

Engineering / Product Development / Electronics / Test Engineering
Moncton, New Brunswick

Do you want to work for a dynamic and rapidly growing company that is an industry leader in our field? Greystone Energy Systems Inc. is dedicated to developing high quality and innovative solutions for its customers with unsurpassed customer service.

The Opportunity

We are growing and looking for a motivated Electronic Technologist to fill the role of **Technical Support Specialist** to join our Product Development Team working in Moncton, New Brunswick.

Objective & Summary

- Work as part of Engineering team supporting testing, validation and building prototypes of new product development.
- Produce technical test reports for product validations and troubleshooting of issues.
- Production support with the investigation and/or troubling product and/or test fixture failures including setup, coordination, data capture and reporting of results.

Principle Duties & Responsibilities

- Work closely with Engineers on (1) troubling shooting technical issues, (2) setup and monitoring of test jig environments for the purpose of root cause analyst and/or new product introductions, (3) tracking and reporting test data and (4) technical and/or non-technical engineering support as assigned
- Support New Product Introductions tasks including building and testing of prototypes
- Participate in continuous process improvement focused on systems, reporting, and data analysis
- Initiate and/or provide design input to Engineering Change Orders (ECO's) to improve quality and manufacturability, reduce assembly time or material costs based on customer feedback
- Long term product testing including setup of test environment, tracking data and reporting for the purpose of root cause analysis and product design validation
- Diagnose, differentiate, and report hardware and software non-conformances related to customer enquiries
- Additional duties as required



Education, Training & Experience

- Electrical / Electronic Technologist diploma
- 1-4 years experience in Electronic design or test

Skills and Competency Requirements

Technical

- Good understanding of fundamentals of digital and analog circuit design
- Experience using Electronic test equipment
- Understanding of communication protocols: I2C, UART, SPI, TCP/IP, USB
- Experience in Wireless communication links including Bluetooth, Wi-Fi or LoRa
- Ability to read and interpret electrical schematics and PCB design documentation
- Ability to read and interpret mechanical drawings and design documentation (not a must have)
- Knowledge of electrical circuitry and componentry combined with the ability to analyze and troubleshoot electrical/PCB issues
- Knowledge of CAD and 3D modeling software (SolidWorks) would be considered an asset, but not required

Non-Technical

- Team player with strong written and verbal communication skills and the ability to work with diverse internal and external customer
- Strong problem-solving ability
- Ability to organize, plan and prioritize work
- Ability to observe, receive and otherwise obtain information from all relevant sources
- Ability to communicate and work with technical and non-technical staff to resolve issues
- Responsive, flexible and able to succeed within an open collaborative peer environment
- Motivated to work in a data driven environment with a desire to drive improvement into existing and/or new product designs

Interested and qualified applicants should submit a cover letter and resume to mattatall.j@greystoneenergy.com