



D & V Electronics Ltd. is a Manufacturer and Supplier of State of the Art Electric Motor and Drive Test Systems to the OEM and Tier One manufacturers of Hybrid/Electric automobile vehicles worldwide. Our Canadian Office is located in the City of Vaughan, less than five minutes to many of the Major Highways, Hwy. #427, #407 & #401 and is accessible by all major Public Transit Systems. We are currently looking for qualified, highly competent and motivated individuals with the ability to learn quickly. We offer a Comprehensive Benefit Package, Education Upgrade Funding, Profit Sharing, including contribution to an Employee RRSP Plan. If your qualification and experience meets our need, we invite you to apply for the following position and grow with us:

### **Technical Support Specialist**

Role:

- Responsible for supporting customers world-wide by phone, email, team viewer, help desk system and on site
- Document, maintain and follow-up on all customer inquiries; through the Tracking System database
- Assist in the debugging, fault finding and root cause analysis of prototype and standard machines - to include system level testing and PLC programs, in-house and at the customer's site
- Create training materials and train customers in the use of company products
- Installation and commissioning of new equipment
- Calibration and verification of testers
- Onsite maintenance/repair of testers
- Responsible to assist Project Managers on open issues on equipment, in-house and customer site, for F.A.T. (Factory Acceptance Tests) and closing issues for S.A.T. (Site Acceptance Tests)
- Validation and verification of application performance, on new and existing D&V Products, as required
- Responsible to process, monitor and follow-up on completion of RMA's, as assigned

Education and Experience

- B.Sc. in Electrical or Electronics Engineering
- Excellent written and oral communication skills
- 5+ years in a technical support role
- Outstanding troubleshooting and diagnostic capabilities of electronic, electromechanical and electrical systems
- Excellent customer service skills and relationship building
- Excellent problem solving and analytical skills
- Advanced knowledge of electronic circuit applications
- Advanced knowledge of computers and programming
- Demonstrated ability to work in a collaborative team environment with engineers, programmers, and sales professionals.
- Familiarization with automotive electromechanical systems and electronics would be an asset.
- Be able to work flexible work hours, and / or weekends.
- Must be willing and able to travel to the USA and Overseas.
- Must have a valid passport and driver's License

D & V Electronics Ltd. values their employees. We encourage life-long learning and foster employee personal growth. If you're someone who enjoys working in a creative and innovative work environment, and would like to join our team, please submit your resume and covering letter to: [careers@dvelectronics.com](mailto:careers@dvelectronics.com) or fax us at (905) 264-0502.

We thank all applicants for their interest in our organization, however; only those selected for an interview will be contacted.