



Technical Specialist

Overview

The Technical Specialist role is responsible for providing remote technical support, troubleshooting, and on-site support to Retail Grocery customers and their service partners to meet or exceed our customers' owning experience.

Duties & Responsibilities

- Participate in the review of technical material to verify correctness (user manuals, troubleshooting guides, FAQ etc.).
- Maintain timely communication with customers and 3rd party partner representatives to ensure successful closure of issues.
- Work cross-functionally across the organization to ensure appropriate resolution of business and technical issues with feedback on root cause analysis.
- Diagnose and troubleshoot issues through resolution, ensuring timely sustainable solutions.
- Identify opportunities for continuous work process and productivity improvements, assisting the business in the execution of these projects.
- Supports the development of reporting requirements & analytical analysis initiatives.
- Conduct onsite visits to evaluate equipment installations and performance.
- Test HVAC equipment to verify control logic and functionality, to ensure successful installation, startup, and maintenance of FLō equipment.
- Demonstrate the behaviors that support FLō's Success Profiles to activate strategic priorities, client touchpoints, and culture with disciplined execution and accountability.



Qualifications

- 3+ years of experience in the HVAC/R industry with experience troubleshooting mechanical/electrical products over the phone or in person.
- 3+ years of experience in building automation and control systems.
- Completion of post-secondary HVAC/R technical program is preferred.
- Highly developed planning and organizational skills together with the ability to effectively prioritize.
- Exceptional oral and written communication skills.
- Ability to review and understand wiring diagrams and schematics.
- Strong analytical, problem-solving, and troubleshooting skills.
- Continually maintain positive and professional customer relationships.
- Ability to communicate clearly, accurately, and appropriately across all applicable applications (email, phone, video conferencing etc.).
- Strong ability to remotely guide individuals and give instruction to resolve issues.
- Ability to quickly shift focus as necessary to address priority issues.

Conditions of Employment

- Permanent full-time employment.
- Travel to job sites, manufacturing facilities, and customer locations.
- Ability to work from home with a home-based office.
- Valid passport: able to travel across North America.

If you are interested in this exciting opportunity, please forward your resume in confidence to careers@systemsflo.com

While we appreciate the interest of all applicants, only candidates selected for an interview are contacted. No agencies, please. We are committed to fostering an inclusive, accessible work environment, where all employees feel valued, respected, and supported. FLO will provide accommodation for applicants with disabilities as part of its recruitment process. If you are contacted to arrange for an interview, please advise us if you require accommodation.