



Engineer – Technical Support

Technimount System's technical support, a division of Technologie CGC Inc., needs you to ensure daily technical and after-sale support activities. You will work with the senior manager to plan and implement tools related to technical support, assist clients with product-related technical support along with assistance in product development. As the job title indicates, you will coordinate your service's activities, including the analysis of requests, assisting clients, investigating product defects, branding, department management and resource planning. Your responsibilities include many tasks, depending on the company's objectives in its three (3) markets.

Position type: Full-time, 40hrs/week

Salary: To be discussed, Complete insurance package, Possible performance bonuses, etc.

Start date: As soon as possible

Job location: Québec (Ste-Foy) – Parc Colbert – Possibility of telecommuting

Company Description:

***Technimount System Inc.**, a young and dynamic company, sells, develops and markets deployment and mounting systems for medical equipment that can be adapted to different brands of defibrillators, ventilators, pumps and other medical devices used in hospitals, pre-hospital emergency services or military environments, in order to make medical equipment safe in transport.*

Our strength lies in our knowledge and understanding of our client's needs, finding solutions adapted to the medical field's requirements. We design our products based on our clients' ideas or products they already use and wish to modify.

*The **Technimount** team is comprised of experienced staff from the fields of engineering, machining, design, management, sales and manufacturing of various products, putting their vast expertise to use to satisfy the industry's and market's standards.*

Our products are distributed through a network of distributors and manufacturer's agents, serving Canada, the Americas, along with Europe.

Under the supervision of the senior manager, the technical support engineer will, among others:

- Supports sales management, for the technical department, in all of the division's commercial activities
- Cooperates with customer service in the replacement of warranted products
- Supports current and future product development

- Supports marketing management in all tasks related to the company's development
- Participates in the product creation process and meetings with medical equipment manufacturers in Canada and the US
- Participates in development, design and production meetings with the various concerned parties, internally or externally
- Participates in product certification tests with the concerned parties
- Answers technical questions and requests pertaining to products and their usage
- Contributes, in various aspects, to the creation and design of new products
- Manages the different available product platforms, in a technical capacity
- Participates in creating technical content for sales tools
- Contribute to and supports events organized by Technimount as tech support when needed
- Cooperates with marketing management for the divisions activities related to conventions, consumer and trade shows (Canada & US), in a technical capacity
- Supports the production and creation of marketing materials regarding technical information on products
- Ensures the update for technical drawings and other information related to product production
- Ensures project follow-ups with various clients, in a project management and tech support capacity
- Writes, in French and English, various texts and makes the necessary corrections regarding technical specifications for products
- Corrects different training and reference documents, in a technical capacity
- Any other related tasks

Position requirements:

- Bilingualism (French/English) is mandatory; Masters spoken and written
- University degree (or cégep) in mechanical or industrial engineering
- Experience in client technical support
- Experience related to sales (a considerable asset)
- Be available for occasional traveling across Canada and the US
- Great autonomy, is well-organized, priority-driven, has aptitude for managing several projects at the same time and working under pressure
- Experience in sales or in the field of healthcare or ambulance services will be considered an asset

General skills:

- Leadership
- Critical thinking
- Expertise development
- Produces results
- Initiative

Send your CV to:

accounting@technimount.com or by fax: 1.855.339.6351

Only the selected candidates will be contacted.