

Campbell Scientific is a recognized world leader in designing, manufacturing, and installing environmental and infrastructure measurement and control systems. Our employees are devoted to maintaining our “innovative quality and dependable brand of choice” recognition. If you have a passion for what we do; strive to constantly learn and grow; have a strong work ethic, and value serving others; then see if you have what else it takes to join our high-energy team.

Job Title: Technical Specialist
CSC Department: Sales
CSI Department: N/A
CSI Division: N/A
Classification: Regular Full-Time
Status: Non-Exempt, Salary
Location: Edmonton, AB, Canada
Reporting To (CSC): Technical Support & Systems Manager
Reporting To (CSI): N/A
Positions Supervised: None

Job Summary

The Technical Specialist (TS) provides product technical support and systems solutions to new and existing customers with a focus on maximizing the most efficient and proper operation of equipment and systems. TSs also provide products and systems level integration for customers purchasing associated services.

Adherence to our core values and company culture ensures success in this position.

Essential Functions

- Providing customer technical support via phone, web, and email inquiries
- Troubleshooting product and equipment to provide product specific solutions to the customer
- Utilize a technical ticket tracking system
- Work with Sales Representatives to ensure custom & complex quotation accuracy and completeness
- Work with Repair and Engineering departments to provide and obtain support
- Identify client equipment that requires in-house repair and arrange an RMA for the client
- Testing application specific products
- Provide custom solutions to integrate third-party equipment with Campbell Scientific equipment
- Sharing specialized information with other employees
- Initiating and communicating system and sensor specific programming as required
- Diagraming systems for production builds and testing
- Collaborating with production teams for system configurations
- Installing systems as needed
- Providing customer training as needed
- Field installation and maintenance of CSC equipment as needed

Required Technical and Functional Skills

Technical skills:

- Proficient in the use of computers, office specific software including (word processing, spreadsheets, presentations, email, Internet, etc.)
- Ability to use standard bench testing equipment including DMM, oscilloscope, and function generator
- Knowledge, application, and use of sensors and related technical products used for measuring environmental phenomena including temperature, wind speed, wind direction, barometric pressure, solar radiation, soil volumetric water content, water level, precipitation, etc.

Functional skill:

- Excellent written and oral communication and presentation skills in the English language
- Advanced problem solving and customer-service skills

Preferred Qualifications

- Bilingual (English & French) – verbal and written skills
- Familiarity with the different sensor measurement output types, including voltage measurements, bridge (resistor) type measurements, current measurements, RS232 serial sensors, SDI-12, and pulse measurements.
- Ability to read and interpret data (in different formats such as binary and hexadecimal) on different computer communication ports (com ports, IP Ports, etc.)
- Use and familiarity of telecommunications equipment
- Knowledge of electronics and electrical systems sufficient to help customers understand electronic measurement principles to make reliable measurements and to find and resolve measurement related issues
- One or more years' experience using and supporting measurement systems and environmental related sensors

Required Education, Experience, Certifications and Licenses

Education / Experience:

- Requires at least **one** of the following:
 - Completion of a two-year Electronic Engineering, Instrumentation or similar Technology program
 - Completion a Bachelor's degree in electronic engineering or computer engineering
 - 2 or more years of directly relevant working experience
- English – French Bilingual

Success Measures

- Number of customers that you have helped (solutions resolved)
- Number of customers that are satisfied with the support they have received
- The things you are doing to help your co-workers become better (knowledge sharing, articles, trainings, peer to peer support)
- Number of datalogger programs written (including level of complexity/difficulty)
- Number of systems (orders) completed with regards to overseeing design, documentation and testing

Work Environment: This is an office environment where 90% or more of the time will be spent on a personal computer assisting customers via multiple communication systems including email and telephone. Periodic travel may be required.

Physical Requirements: Must be able of lifting objects up to 50 lbs., walking up and down stairs, sitting or standing for extended periods of time.

Travel Requirements: Less than 10%

Safety: CSC employees must understand and adhere to all requirements within our safety program. The use of PPE may also be required.

Compensation: Compensation is commensurate with education and experience. Excellent benefits provided. (or specify the base compensation range.)

The above statements describe the general nature and level of work being performed in this job function. This is not intended to be an exhaustive list of all duties. Additional responsibilities may be assigned.

We are an EOE/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, or any other status protected by law.