

### JOB OPPORTUNITY

**POSITION:** Technical Support Specialist  
**REPORTS TO:** Chief Technical Officer  
**LOCATION:** Ottawa, On

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Established in 1982, and now a business unit within Stanley Black & Decker, Inc., InstanTEL is the global market leader in the design and production of vibration monitoring instrumentation. Our products are used in over 120 countries. Applications include civil engineering, construction, environmental, mining, mining exploration, quarry, underwater, structural health, human annoyance, military and noise.

#### Summary:

- Provide professional and efficient technical support to our dealers and customers
- On a rotating basis, provide after hours technical support
- As required, provide onsite dealer and customer technical support and training
- Develop and maintain an in-depth understanding of all InstanTEL products, services and support tools
- Determine the root cause of reported issues documenting the troubleshooting process, including successful and unsuccessful actions taken through to the final resolution
- Analyze documented resolutions for trends and provide suggestions to prevent future problems
- Engage the customers on a regular basis providing update/resolutions of their issues
- Prioritize and escalate issues (when required) to the appropriately stakeholders
- Perform post-resolution follow-up to ensure customer satisfaction
- Develop knowledge based articles for the company's on-line FAQ knowledge base
- Assist in new software and hardware products testing, field trials and release
- Provide feedback and suggestions for new and existing products
- Support and promote the company's web based data hosting site
- Perform other related duties consistent within the scope and intent of the position
- Provide weekly reports

#### Requirements:

- College diploma in computer sciences or equivalent
- Minimum of two years' experience in a technical support role
- Excellent problem solving skills with outstanding judgment
- Exceptional customer service skills with a focus on listening and understanding
- Exceptional written and verbal communication skills
- An advance and detailed understanding of modems, serial, USB and multi-threaded TCP/IP Ethernet communications including firewalls
- Strong background in mathematics will be an asset

Interested candidates should forward their resume including a letter to [CanadaCareers@sbdinc.com](mailto:CanadaCareers@sbdinc.com)

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