

Technical Services Specialist

Winnipeg, Manitoba

Service

Posted on July 9, 2018



New Flyer– North America's largest transit bus, motor coach manufacturer and parts distributor is seeking a **Technical Services Specialist** to join its growing international team.

Join us as we continue advancing innovation and sustainable transit solutions that connect people with places. With 31 locations across the U.S. and Canada, and over 85 years of experience manufacturing buses, New Flyer is building on a solid foundation to drive North America forward with progressive transit technology that serves communities and makes cities smarter.

Don't settle for a job when you can build an impactful and exciting career.

Position Summary:

The Technical Services Specialist is responsible for providing engineering related technical support to our customers, suppliers and the Regional Product Support Managers of New Flyer. Duties include investigating product field issues related to programming and electrical systems, determining root cause and corrective action and developing instructions for repairs with the goal to resolve our customer's technical problems effectively and in a timely manner.

What you will do:

- Recommend course of action to solve problems for field staff and customers.
- Investigate, document and release instructions to complete retrofits.
- Investigate, identify and resolve product problems of varying difficulty with appropriate departments including suppliers. This includes documenting and providing Supplier Corrective Action notices for supplier issues.
- Create instructions or service bulletins for field techs to complete repairs. This may require field work to determine root cause and corrective action.
- Supply Technical Publications Department with updated information for manuals as well as suggestions on improvements.
- Stay up to date with training on all pertinent systems of the bus.
- Assist with controlled testing of components and installations and ensure product reliability and verify component fit.

Skills and Experience:

- Bachelor of Science in Engineering (P.Eng or EIT), Diploma in Engineering Technology (CET), or equivalent work experience
- 2-5 years' experience in electrical/manufacturing engineering and customer service is preferred
- Previous experience trouble shooting wiring issues and the electrical interface with fault codes
- Knowledge of control systems (Allen Bradley/Vansco/Siemens) and reading electrical schematics
- Knowledge in basic PLC programming, control systems and diagnostic tools/software
- Good understanding and ability to read and interpret engineering drawings
- Innovative problem-solver who can generate workable solutions and resolve complaints
- Motivated self-starter with high level of initiative
- Above average interpersonal skills and a professional attitude to providing excellent customer service
- Highly analytical thinker with demonstrated talent for identifying, scrutinizing and improving processes
- Strong time management skills and ability to manage multiple priorities in a fast paced environment
- Experience in writing technical instructions related to automotive repair

**Travel will be required for this position **

Apply Now!

If you would like to apply for the position of **Technical Services Specialist**, or know someone who would, please submit a resume to: employment@newflyer.com