Product Support Engineer

Company Overview

- Hi-Tec Industries Industries., based in Portage La Prairie, Manitoba, is a leading industrial manufacturing company with a global footprint. Established in 1995, Hi-Tec is ISO 9001:2015 certified and specializes in producing high-quality components and equipment for sectors such as agriculture, construction, transportation, and oil & gas. With a commitment to excellence, Hi-Tec Industries takes pride in its comprehensive in-house manufacturing processes and strong quality control measures, serving well-known affiliated brands like NDEco, V-Wing, and Quadivator.

Job Summary

- As a Product Support Engineer at Hi-Tec Industries, you will play a vital role in ensuring the success of our product lines, particularly with a strong focus on supporting the NDEco brand. This role will involve not only managing customer-driven changes but also contributing to the design of new products. You'll provide technical support, troubleshoot issues, and work closely with internal teams to enhance the overall performance, reliability, and user experience of our products. Your contributions will be essential in maintaining NDEco's reputation for quality and reliability in the market.

Key Responsibilities

- **Product Maintenance and Improvement:**
  - Analyze, interpret, implement, and document customer/production requests for product modifications.
- **Technical Support:**
  - Provide engineering support for product modifications, including those involving hydraulic and electric components such as automation, sensors, and drive/control systems.
  - Troubleshoot and resolve issues with product functionality and performance.
  - Ensure all modifications meet company quality standards and customer expectations.
- **Collaboration:**
  - Work closely with design, manufacturing, and quality assurance teams to efficiently implement customer-requested changes.
- **Compliance and Testing:**
  - Ensure all modifications comply with industry standards, safety regulations, and company policies.
  - Conduct or coordinate testing to validate that modifications meet all required specifications.
- **Design Engineering:**
  - Create detailed designs for new products, components, or systems using CAD software.

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- Develop innovative design solutions that meet project requirements, including cost, functionality, and manufacturing.
- Manage design documents, including revisions, to ensure that the latest versions are always accessible and used in production
- Assist in the verifying designs through simulations or calculations to confirm they meet required specifications and standards.
- Stay updated with the latest technological advancements to improve product design and support.

Qualifications and Skills

- Bachelor's degree in Engineering or a related field.
- 3+ years of experience in product support, design, development, or a related field.
- Proficiency in CAD software (e.g., SolidWorks).
- Strong understanding of product design, manufacturing processes, and engineering principles.
- Excellent organizational skills with attention to detail and ability to manage multiple tasks.
- Effective verbal and written communication skills for interacting with customers, sales teams, and production teams.
- Good time management skills to prioritize tasks, manage projects, and meet deadlines.
- Knowledge of hydraulics and electrical components.
- Strong problem-solving and analytical skills.
- Customer-focused with a strong service orientation.
- Self-starter with the ability to work independently.

Preferred Qualifications

- Background in agriculture
- Background in mechanics

Salary and Benefits

- We offer a competitive salary, health benefits, RRSP matching, and opportunities for career advancement.

How to Apply

- To apply for this position, please email your resume to jobs@hitecindustries.ca

Company Contact Information

- Hi-tec Website: https://hitecindustries.ca/
- NDEco Website: https://ndeco.com/