

Position: **Manager of Technical Services**
Reports to: **CEO**
Location: **Any major city in Canada or the USA**

The Opportunity:

ERLPhase Power Technologies Ltd seeks an experienced Manager of Technical Services who is accountable for providing strategic leadership and direction for the Technical Services Department. This individual will work closely with Sales and other internal and external stakeholders providing quality services and setting benchmarks for their team, as well as helping in the development/implementation of new products”.

Ideal Candidate:

- Strong people manager with excellent ability to take charge, understand business needs and manage work flow for the department
- Demonstrated customer satisfaction by providing top quality customer service problem-solving to current and potential customers and to provide technical support to the Sales team
- Have developed and maintained an expert level of technical expertise in electric power system protection and/or automation (specifically relays and recorders)
- Be able to manage their time effectively while working remotely on multiple demands
- Be able to travel up to 25% (US/Canada/Internationally)

Responsibilities:

- Accomplish department goals through managing their team, planning and evaluating department activities and project management oversight
- Develop, coordinate and enforce systems, policies, procedures and productivity standards
- Manage and develop a team of Technical Service Engineers who provide remote technical assistance to ERLPhase customers
- Prepare reports as required to support customer and company operations
- Understand how to manage and prepare responses to both external and internal customer requests while taking into account the constraints of the company
- Accomplish financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions
- Maintain quality service by enforcing quality and customer service standards, analyzing and resolving quality and customer service problems, and recommending system improvements
- Help customers apply ERLPhase products through visits, demonstrations, training courses and telephone contact
- Work with customers to determine needed feature sets for our products to succeed in the marketplace and provide this information to the Marketing team
- In collaboration with the other members of the Technical Services Department, provide support to customers and resolve customer concerns by providing application notes,

conference papers, responding to questions, webex demonstrations etc.

- Prepare product presentations and product comparisons for business development
- Contribute with customer service information for strategic plans and reviews done by Marketing; resolve problems; identify customer service trends; determine system improvements
- Assist in the preparation and presentation of successful proposals for ERLPhase products, services and systems
- Be a secondary customer contact on primarily technical matters
- Participate in training efforts and assist customers with the installation, commissioning and operation of systems involving ERLPhase products, both on-site and from ERLPhase offices
- Participate in Industry technical meetings such as NASPI, IEEE PSRC, etc.
- Provide input to the manuals, datasheets, ordering guides etc. for use by customers
- Provide support for ERLPhase marketing, sales, application engineering and development activities
- Other duties as assigned

Skills & Qualifications:

- B.S. in Electrical Engineering is mandatory
- 10 years' experience working with relays and recorders
- Previous experience leading and developing a team
- Strong professional presentation skills, both written and oral, which includes the ability to hold difficult discussions with customers or employees to protect company interests
- Working knowledge of electric power systems and practices and philosophies
- Working knowledge of protective relay application at utility or engineering firms and industry practices
- Experience with EMTP, load flow and short circuit studies
- Ability to work cooperatively in team environment
- Very strong computer and business software skills
- Exceptional organization and "get it done" skills
- Background check results satisfactory to ERLPhase
- Negative drug test result(s)

Preferred Technical Qualifications:

- Experience with electric power transmission, distribution, and generation systems
- Experience in power systems protective relay and fault recorder use involving transmission lines and substations
- Knowledge of advanced communication protocols and communication system architecture
- Experience being a part of project teams and leading teams



- Expert knowledge of system protection, integration and automation applications
- Experience using ERLPhase relay products for the last few years

Equal Opportunity Employer

ERLPhase is an equal opportunity employer. Employment decisions are made without regard to race, color, religion, national origin, gender, sexual orientation, gender identity, age, physical or mental disability, genetic factors, military/veteran status or other characteristics protected by law.

Disability Accommodations

ERLPhase welcomes applications from people with disabilities. Applicants may request reasonable accommodation related to the materials or activities used throughout the selection process.

Relocation

This position does not qualify for relocation. Candidates must reside in the territory for which the position is being applied. To determine if eligible, please visit ERLPhase Power Technologies Ltd.

Work Eligibility

Candidates must be legally authorized to work in the Country in which they reside and be able to have no restrictions to travel in-between Canada and the USA as needed.