

Position: Technical Services Engineer
Reports to: Technical Services Manager - ERLPhase Power Technologies
Location: Any major city in Canada or the USA

The Opportunity:

ERLPhase Power Technologies Ltd seeks a professional, innovative and detailed individual for the position of Technical Services Engineer. This position is responsible for all technical aspects of our interface with our customers.

Ideal Candidate:

- Demonstrated customer satisfaction by providing top quality customer service problem-solving to current and potential customers and by providing technical support to the Sales team
- Has developed and maintained an expert level of technical expertise in electric power system protection and/or automation (specifically relays and recorders)
- Able to manage their time effectively while working remotely on multiple demands
- Able to travel up to 25% (US/Canada/Internationally)

Responsibilities:

- Help customers apply ERLPhase products through visits, demonstrations, training courses and telephone contact
- Meet with our customers to determine the feature sets that our products need to have in order to succeed in the marketplace and provide this information to the Marketing team
- In collaboration with the other members of the Technical Services Group, provide support to customers and resolve customer concerns by providing application notes, conference papers, responding to questions, Webex demonstrations etc
- Contribute customer service information to 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 content for manuals, datasheets, ordering guides and other literature used by customers
- Provide support for ERLPhase marketing, sales, application engineering and development activities
- Update job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, participating in professional organizations

- Develop and maintain an expert level of knowledge about ERLPhase products and solutions for electric power system protection and automation
- Complete assigned work within agreed schedule and budget to a high level of quality
- Assume Project Management role on assigned projects
- Fulfill supervisory duties as assigned
- Other duties as assigned

Skills & Qualifications:

- B.S. in Electrical Engineering is mandatory
- 3-5 years' experience working with relays and recorders
- Working knowledge of electric power systems and practices and philosophies
- Working knowledge of protective relay application at utility or engineering firm and industry practices
- Experience with EMTP, load flow and short circuit studies
- Passion for our customers to see them and ERLPhase succeed
- Excellent technical training, speaking and writing skills
- Ability to work cooperatively in a 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.