



## Technical Support Representative (Intermediate)

Location: London, Ontario, CAN

AT DIAMOND AIRCRAFT, WE COMBINE ATTENTION TO DETAIL WITH CUTTING-EDGE TECHNOLOGY AND PIONEERING INNOVATION. OUR DEDICATION TO THE QUALITY OF OUR ENGINEERING AND WORKMANSHIP MAKES OUR AIRCRAFT THE SAFEST IN THEIR CLASS.

Responsible for assisting customers by promptly resolving service difficulties and technical issues, and by liaising with engineering staff and vendors. This position entails in-depth technical knowledge of airframe structures, powerplants, avionics systems, and propellers for all Diamond Aircraft models.

### Responsibilities:

- ◆ Use technical knowledge/experience to troubleshoot unique and/or difficult snags, onsite or remotely, via telephone and e-mail.
- ◆ Assist and support the Service and repair of Diamond Aircraft onsite, at the customer's locations
- ◆ Utilize hand tools and test equipment to perform work
- ◆ Handle after-hours technical support calls as required by Customer Support Department
- ◆ Audit service centres at off-site locations
- ◆ Maintain database of field service issues
- ◆ Participate in and support accident investigations
- ◆ Provide direct support to the company AMO
- ◆ Develop and Present training programs in cooperation with the Training Coordinator
- ◆ Support fleet customers and the Fleet Support Program as directed by the Fleet Support Manager
- ◆ Provide technical knowledge and firsthand experience to resolve unique or difficult claims
- ◆ Develop positive relationships with our vendors and partners
- ◆ Travel, to various locations for various reasons. Travel will primarily be within North America, but global destinations are possible, sometimes with short notice.
- ◆ Perform all work in accordance with all applicable Health and Safety policies and labour regulations.
- ◆ Perform other duties as assigned
- ◆ Customers: Provide customer satisfaction in an efficient, professional, and compassionate manner.
- ◆ Engineering/Airworthiness Staff: Ensure they are aware of potential design problems based on customer feedback/experiences and have any requested data to implement investigations and solutions.
- ◆ Other Customer Support Staff: Aid other departments such as parts and warranty, with their efforts in delivering top notch customer services

### Skills & Experience:

- ◆ Minimum 3 years directly related experience
- ◆ Strong background in general aviation maintenance/operations
- ◆ Flight experience (i.e., a pilot's license) would be highly desirable
- ◆ Customer service oriented and effective presentation skills
- ◆ Knowledge of equipment specifications, maintenance, and flight characteristics.
- ◆ Strong knowledge of aircraft materials and structures.

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- ◆ Airframe, propulsion, and avionics system trouble shooting experience.
- ◆ Able to travel internationally, without limitations
- ◆ Experience in the use of technical documents such as drawings and aircraft maintenance manuals are highly desirable.
- ◆ Proficient in PC use, specifically Microsoft Outlook, Word, and Excel applications, basic keyboarding, database management, and Salesforce is an asset, as is a strong familiarity with mobile phone technology including the use of the camera, SMS, and various social media platforms and internet search tools.
- ◆ Able to multitask.
- ◆ Ability and willingness to work extended hours if necessary.
- ◆ Strong organizational and time management skills
- ◆ Ability to make decisions and prioritize tasks independently

#### **Educational or Academic Requirements:**

- ◆ High School diploma or equivalent
- ◆ College diploma or University degree an asset. More so if the field is aviation related to aviation.
- ◆ AME license desirable
- ◆ Pilot's license desirable

We offer a market-standard salary based on your professional and personal suitability.

If you are interested in this challenging position, we are looking forward receiving your application!

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