



## AIRCRAFT CUSTOMER SUPPORT REPRESENTATIVE (TECHNICAL) f/m

Location: Canada

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. Our global team of experts not only looks back with pride on a long tradition of aircraft design but also looks forward, facing the challenges of tomorrow.

### RESPONSIBILITIES

- › Service and repair aircraft at customer 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 Repair & Overhaul department by working “hands-on”
- › Present training programs and assist in the development of training courses
- › Work with fleet customers and the Fleet Manager in an effort to resolve issues
- › Provide technical knowledge and firsthand experience to resolve unique or difficult claims
- › May be required to provide tours to customers while on-site
- › Develop relationships with vendors and partners
- › Travel on short notice, primarily in North America, but worldwide travel is possible
- › Perform all work in accordance with Health and Safety policies
- › Perform other related duties as assigned

## EDUCATIONAL OR ACADEMIC REQUIREMENTS

- › College diploma or University degree in Aviation an asset

## REQUIRED SKILLS & EXPERIENCE

- › Minimum 3 years directly related experience in aircraft service and support
- › Strong background in general aviation maintenance
- › Flight experience would be highly desirable
- › Aircraft Maintenance Engineer (AME) license desirable
- › Pilot's license desirable
- › Customer service oriented with effective presentation skills
- › Knowledge of equipment specifications and aircraft maintenance
- › Strong aircraft structural knowledge to assist engineering in complex structural repair development
- › Advance airframe, propulsion and avionics system troubleshooting knowledge
- › Ability to travel internationally, without limitations
- › Strong knowledge in Technical Publications highly desirable
- › Proficient in Microsoft Word and Excel, keyboarding, and database management
- › Ability to gather facts from various sources
- › Ability and willingness to work extended hours as required
- › Strong organizational skills and time management skills
- › Ability to make decisions and prioritize tasks independently

## WE OFFER

- › An opportunity to work at one of the leading general aviation companies
- › The possibility to work with well trained, conscientious individuals who thrive on challenge and accomplishment
- › A competitive annual salary
- › Comprehensive benefits

WE SHARE A COMMON VISION, A COMMON DREAM AND A  
COMMON DESTINATION – ARE YOU READY TO COME ABOARD?

APPLY NOW

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