

Customer Support Technician

BioXtra Labs Inc. is an industry leader in the design and manufacture of botanical extraction and distillation equipment and serves a global customer base. We deliver cost effective, one-stop processing solutions for transformation of cannabis from plant to extract and extract-in-fused products. Our **professional expert team and distribution center in Delta BC** is seeking an experienced **Customer Support Technician** to provide technical support for our products and clients. This is a full-time, permanent position.

Job Duties

- Preparing and updating equipment documentation (installation manual, commissioning manual, user manual, etc.) and other technical documentation as needed to better assist customers during their implementations.
- Assisting in the installation, commissioning and operation training of on-site equipment, ensure equipment is operational and functioning accordingly.
- Solution presentations and demonstrations, including technology-related inquiries, provide advice and recommendations to customers in response to identified issues.
- Providing after-sale support to client over the phone/remote/on-site, supervise repair and follow up of said equipment.
- Regular client contact/visit, customer problem feedback and tracking.
- Assessing client' needs and requirements and develop turnkey solutions.
- Proactively evaluate engineering processes and design and develop flexible or integrated processes to increase efficiency.
- Working closely with the Manufacturing team, providing input into the improvement of design or manufacturing of equipment.
- Provides expertise and support to sales/marketing teams to communicate products, services, and client needs, knowledge and best practices with co-workers.
- Support marketing activities by attending trade shows, conferences and other marketing events.
- Other related jobs and responsibility when necessary.
- Domestic and or international travel needed.

Job Requirements

- A college degree (or above) in technical engineering or in a related engineering discipline is required.
- High level technical skills and willingness to learn, comprehension of technical information, E.g. electrical schematics, specifications, equipment manuals, parts manuals, etc. and process engineering troubleshooting.
- Knowledge of industry regulations, standards and practices, be familiar with equipment safety standards (UL, CSA, ASME, etc.).
- Excellent verbal and written communication skills, ability to easily communicate technical information with both highly technical people and non-technical people alike.
- Extensive and exceptional customer service practices, and a positive attitude for listening and solving problems.
- Strong troubleshooting, analytical, and organizational skills.

- A structured approach to project execution with the ability to plan, prioritize, and work under pressure to meet expectations and deadlines.
- Experience using Microsoft Office
- Valid driver's license and access to a reliable vehicle.
- Valid passport with the ability to travel national and international
- Relevant hands on experience working with mechanical engineering is preferred.
- Bilingual (second language) is an asset.

We offer competitive salary and benefits. Qualified candidates should email their resume and cover letter to: info@bioxtralabs.com.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

<https://www.bioxtralabs.com>