

Engineering Technical Support

Department: Order Fulfillment

Reports To: Order Fulfillment Manager

Job Environment

Pay Type: Salary

Hours: Monday-Friday, 8am-5pm, 1 hr lunch break

Workspace: Primarily office, with exposure to a shop environment. Occasional travel within the city, rare travel requirements outside of the city

Job Purpose

To support the manufacturing and sales departments' technical needs and thereby ensuring delivery of superior quality goods in a timely and waste free manner.

Expectations and Responsibilities of the Role

KNOWLEDGE	<ul style="list-style-type: none"> • Technical Education: Mechanical Engineering Technology Diploma from technical school (e.g. NAIT), including a C.Tech. or C.E.T. designation or equivalent as judged by the Order Fulfillment Manager at the time of hiring. • Experience: minimum 5 years combined experience in mechanical design/quality control and/or an oilfield manufacturing environment, as deemed necessary by the Order Fulfillment Manager at the time of hiring. • Learn existing products lines and core products in order to optimize order fulfillment decisions • Support day-to-day manufacturing operations including NCR dispositions, improvement initiatives, and other technical problems that arise • Support day-to-day sales efforts including fielding technical questions, customer meetings/presentations/field-trips and other technical problems as required • Produce, maintain and update engineering documents for Plainsman products (drawings, manuals, customer reports, brochure specifications, procedures, etc) • Work with other departments to execute product customization and changes • Other duties as assigned • Other valuable knowledge: <ul style="list-style-type: none"> • ISO 2015, mechanical assemblies, materials
ATTITUDE	<ul style="list-style-type: none"> • Customer first focus (internal / external / stakeholders) • Strong desire to help others; willingness • Open, honest communication • Self-motivated / independent • Co-operative • Engaged • Desire and ability to learn and improve using many inputs • Comfortable with ambiguity and uncertainty • Adaptable

SKILLS	<ul style="list-style-type: none"> • Priority, time and resource management; including risk and probability • Quality work and detail oriented • Problem Solving • Communication: <ul style="list-style-type: none"> • Conveying technical concepts to non-technical people • Technical document writing • Engineering drawings • Customer/field visits • Email etiquette • Meeting management • Perspective • QC measurement and experience • Computer competencies: <ul style="list-style-type: none"> • SolidWorks (CAD) • Enterprise Software (ERP, Oracle) • Microsoft Office (Word, Excel, Outlook, PowerPoint, Project) • Teamwork, collaboration and leadership • Project closing and hand-off activities • Identifying product and process improvement opportunities • Detail oriented • Humor?!
HABITS	<ul style="list-style-type: none"> • Value driven • Continuous improvement • Planning • Punctual • Flexible • Follow up and follow through • 5S, organized

How to Excel in the Role

- Become confident in making timely, effective, independent, and high-value decisions
- Effectively training personnel on technical issues in order to reduce daily workload
- Build effective new communication and follow-through systems and procedures / policies