



We are currently looking for a **Technical Support Representative** for Eastern Canada to join our team!

COMPANY INFORMATION

Eurocopter Canada Limited (ECL) operating in Canada since 1984 is a subsidiary of Eurocopter, the world's largest designer and manufacturer of civil and military helicopter ranges in the world. Eurocopter, in turn, is a division of EADS, a world leader in aerospace, defence and related services. As one of the world's largest helicopter manufacturers, Eurocopter proudly offers a more extensive product range than any of its competitors, supplying one third of the world's helicopter fleet. There are 11,200 Eurocopter helicopters currently in service, meeting the needs of almost 2,900 customers in 147 countries. ECL provides a broad range of services including; aircraft sales, manufacturing, engineering, repair and overhaul and 24/7 nation-wide customer support from a dedicated technical help desk and via field representatives, who offer proximity support. The head office and manufacturing facility is in Fort Erie, Ontario; Customer Support Centers are located in Richmond, British Columbia and in Montreal, Quebec. Today, ECL supports 166 customers who collectively operate more than 600 aircraft in Canada.

JOB SUMMARY

The Technical Support Representative will report to the Supervisor of Technical Support. The key responsibility of this role is to provide customer support to Eurocopter operators in Quebec and the Maritime regions. The successful candidate for this position will be the main technical contact for our customers in Eastern Canada.

PRIMARY RESPONSIBILITIES

- Manage resolving customer technical issues.
- Report all customer issues in a CRM database
- Collect incident information and prepare reports.
- Monitor and report on open issues.
- Report on customer fleet information changes.
- Provide on call support on a rotating basis.

JOB REQUIREMENTS

- Must be an AME
- Must have 10+ years of experience on Eurocopter products.
- Business travel is a required to perform onsite customer visits and assistance.

****WE THANK ALL CANDIDATES FOR THEIR INTEREST, HOWEVER; ONLY THOSE BEING CONSIDERED FOR AN INTERVIEW WILL BE CONTACTED****

Eurocopter Canada Limited is an equal opportunity employer.

Contact Information

Contact Name: Tara Overholt, HR Coordinator
Email Address: tara.overholt@eurocopter.ca
Fax Number:905-871-3320
Web Site Address: <http://www.eurocopter.ca>