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**CAREER OPPORTUNITY**

**ProKontrol** is the largest distributor of heating, ventilation, air conditioning and refrigeration controls (HVACR) for commercial buildings in Canada. We distribute all major brands of **HVAC controls** under one roof.

**More than a Supplier...A Solution!** In addition to products and parts support, we also offer retrofit services, start-up services, telephone and on-site technical support, engineering design, panel assembly, technical drawings/wiring diagram and software programming. For 40 years, **ProKontrol** has been showing consistent growth with locations in Laval, Longueuil, Quebec, Toronto, Ottawa and Halifax in addition to our location for combustion. We are looking to fill the following position:

## Technical Support Technician

Interested in a career with the **ProKontrol** team? Please send your resume to: [cv@Prokontrol.com](mailto:cv@Prokontrol.com)

### Main Responsibilities

- Answer incoming calls in a professional manner
- Handle critical calls involving difficult stakeholders
- Support customer requests related to service calls, technical recommendations, and system start-ups
- Troubleshoot customers' technical issues
- Resolve issues efficiently and effectively
- Document requests in the CRM system
- Collaborate, as needed, with internal resources and/or suppliers on complex issues
- Develop customer solution templates
- Share acquired knowledge with the project team
- Perform testing and trials on new technologies
- Prepare technical documentation for customers, when required
- Perform any other related tasks
- Stay up to date with knowledge pertaining to new products and technologies
- Attend training sessions given by suppliers and participate in industry meetings, seminars and trade shows

### Requirements

- AEC or DEC in Building Mechanics, Automation, or an equivalent specialty
- Minimum 5 years of experience in customer service
- Bilingual (French and English)
- Basic knowledge of electricity and building mechanics
- Experience in programming/configuration in the HVAC field - Asset
- Knowledge of common office software
- Knowledge of JCI, Honeywell, Distech Controls, or Niagara products-Asset

### Competencies

- Customer service
- Interpersonal communication
- Active listening skills
- Learning capacity
- Stress management

### We Offer

- Competitive Salary
- Full Benefits Plan including Teledoctors
- Parking, Kitchen and Hot Beverages
- Opportunity to grow within the company
- Personalized Training for all
- Flexible Schedule
- BBQ & Other Festivities
- Technical Challenges and numerous products to explore!

**Permanent • Full Time • Based in Laval**

*You're part of the solution!* Please send your resume to: [cv@Prokontrol.com](mailto:cv@Prokontrol.com)