

Product Support Technician – 8 Month Term

MacDon

PURPOSE and SCOPE:

As a Term Product Support Technician for MacDon Industries, you will be provided an opportunity to travel throughout North America, gaining hands-on experience with modern harvesting equipment. You will gain exposure to the global development, manufacturing, and support of farm equipment, while growing customer service and communication skills. In a professional environment, alongside experienced MacDon support representatives, you will help dealers and customers get the most from their equipment. This is a highly varied role in a dynamic environment, where no two days will be the same!

This position is an 8-month term starting Spring 2022.

RESPONSIBILITIES:

- Work with the Product Support department and MacDon dealers to address and mitigate technical issues occurring in the field.
- Investigate customer concerns and use diagnosis, troubleshooting and repair abilities to help resolve issues.
- Assist with demonstration, customer days, and new product field starts.
- Compile information and prepare reports of daily field activity to help the Product Support and Engineering departments with the quality of machine performance.
- Other duties as assigned.

QUALIFICATIONS:

- University or College degree, or current student (internship), related to agriculture or engineering.
- Familiar in the operation of farm machinery is an asset.

SKILLS & KNOWLEDGE:

- Understanding of agricultural equipment and harvesting practices.
- Strong Mechanical, Hydraulic and Electrical troubleshooting skills.
- Ability to adapt and willing to learn in various situation.
- Good communication skills; oral and written.
- Proficient in Microsoft Windows and Office Software.
- Excellent problem solving skills.
- Good interpersonal skills. Good planning and administration abilities.
- Ability to work in a team or independently as required.
- Available to travel over extended periods of time (90% of the time). Able to travel through Canada and United States. Valid passport required.
- Must hold and maintain a valid driver's license and be able to cross Canadian US border.

Interested applicants can submit resume and cover letter to Jillian Pitura at jpitura@macdon.com

