



**Advanced Energy Management Ltd.**

*Putting our **energy** into saving yours*

**Advanced Energy Management Ltd. (AEM) wants you to join our growing company and talented team!** We are looking to hire a Controls and HVAC Technical Support to help support technicians and customers remotely. The ideal candidate is someone who has automation and service experience combined with some training in Niagara and Honeywell who is willing to work out of our Dartmouth office.

Controls and HVAC Technical Support will be reporting directly to the Operations Manager and is primarily responsible for providing technical service support to customers and field technicians in Atlantic Provinces. The focus for this position is to answer customer service calls, conduct system diagnostics, perform energy reports on buildings, and assist technicians in connecting to and troubleshooting DDC systems in order minimize downtime for AEM's customers.

**Duties and responsibilities may include, but are not limited to the following:**

Technical Support:

- Answer service line to ensure customers can obtain technical support when the need arise
- Gather important information and understand level of urgency from customers when answering emergency calls
- Troubleshoot DDC systems remotely by connecting to customer sites and performing system diagnostics
- Provide remote support service for automation and controls in HVAC for customers as required
- Fix programming problems for DDC systems
- Assist technicians with setup and resolve computer problems to ensure they can connect onsite
- Provide technical support to installers and service technicians when required
- Produce energy reports to help analyze energy usage in buildings
- Proactively seek out training and product knowledge to be equipped as the main technical resource for customers and technicians.

Customer Service:

- Assist with automation programming projects when required
- Help with opening and closing work orders when required
- Provide building information to sales, estimating and design team to assist in developing solutions for customers

Communication and Teamwork:

- Communicate effectively to customers and technicians to ensure problems are resolve in a timely manner
- Provide recommendations for repairs and improvements to customers and/or technicians to ensure systems run efficiently
- Coordinate with field technicians and suppliers to help resolve issues in a timely manner

**Qualifications & Experience**

- Completion of a relevant technology course from a post-secondary institution combined with technical training in Niagara and or Honeywell.
- Minimum of 3-5 years' building automation combined with service experience.
- Good knowledge of Honeywell and or Niagara systems is required.

- Knowledge of controls and electrical is required.
- Excellent troubleshooting skills with proven ability to resolve issues with DDC systems effectively
- Demonstrate good understanding of computer systems and networks
- Strong communication skills with the ability provide clear and concise instructions to customers and technicians.
- Self-motivated and able to work efficiently under minimal supervision
- Effective time management skills with the ability to understand urgency levels
- Good interpersonal and customer service skills

#### **Working Conditions and Expectations:**

- Work is required to be performed in the Nova Scotia office.
- Travel is not required for this position
- Overtime is rare but may be required on as needed basis
- Must be fully vaccinated against COVID-19
- Must be able to lift over 30 lbs.

#### **WHAT WE OFFER**

At AEM, we believe in hard work and a good quality of life. Our work environment is one in which people enjoy coming to work. We empower people to make decisions and do whatever it takes to delight customers and take time to have fun and develop relationships with employees. Some benefits are:

- Above-industry Wages
- Group Benefits and RRSP
- Fitness & Clothing Allowance

#### **TO APPLY**

If you are interested in joining our team; please apply for this position by emailing your resume and cover letter to [careers@aemltd.com](mailto:careers@aemltd.com) and be sure to include the completion number **AEM2014** in the subject line. This job ad will expire **end of day Friday October 15<sup>th</sup>, 2021**, or until the position has been filled.

We thank all applicants for their interest in a career with AEM. Only successful candidates will be contacted for an interview.