

BOMBARDIER

SALARIED OPPORTUNITY

Post: September 11, 2009
Remove: September 25, 2009

Technical Representative

We have an immediate opening for a Technical Representative supporting the Dash 8 Q-Series aircraft within the Customer Response Centre (CRC). As a member of the Technical Help Desk, working a 4 day on/4 day off rotational shift, your responsibilities include:

- Responding to operators' technical and troubleshooting queries, which involves responding to a wide range of Operator telephone calls or written requests on in-service issues.
- Work closely with Field Service Representatives and a support team within the Technical Help Desk and CRC.
- Maintain a database of communications, regarding the status of operator queries.
- Ensure timely closure of communications with operators.
- Provide on-site assistance at Operators facility as required.

Qualifications:

As the successful candidate, you possess an AME licence or equivalent, and a minimum of 5 years experience in an aircraft maintenance environment. You have a strong working knowledge of aircraft systems and structures and are able to "think on your feet". Your familiarity with Bombardier produced aircraft is a definite advantage. You are able to travel internationally on short notice and are flexible in terms of working hours. Your ability to effectively deal with Customers, in somewhat stressful circumstances, is outstanding. You have exceptional organizational abilities and possess strong computer skills. You are an excellent communicator, with strong "people" skills. You enjoy working in a team environment but can be independently resourceful when required. This position is located in Toronto.

**You may apply online to the position via B-NET Career Opportunities
referencing AERO#8217.**

**Or your application can be submitted directly to the Employment Office or by fax
416-375-4501, using the "Salaried/Union Application form", no later than 4:00 PM on the
date of removal.**