

**Sales & Applications Engineer
Brigade Electronics (Canada)
Ltd.
Job Specification**

Brigade Electronics (CANADA) LTD
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Reporting To:

CEO – Brigade Electronics (Canada) Ltd.
Canadian Lead Applications Engineer

Job Description:

This is a customer-facing role, providing sales and technical support to Brigades customers and colleagues, including trouble shooting using all forms of communication incorporating regular visits to customer sites, as necessary.

Supporting the product development team in the development of new products, ensuring they are suitable for all relevant applications.

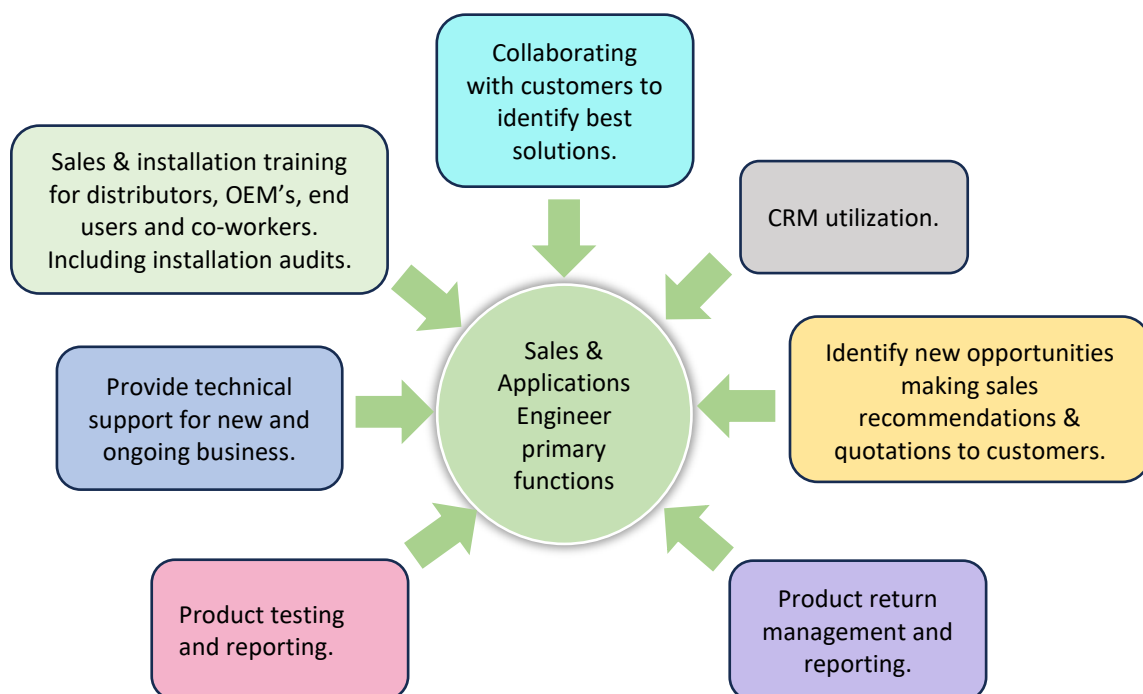
Participating in applications development including installation & modification of current products providing initiative-taking feedback to the product development team. This may include liaison with suppliers, as necessary.

The role will be field-based covering Brigade operations throughout Eastern Canada and when required Western Canada, the US and other parts of the world. Overnight travel up to 20% of the time. Training visits to Brigade HQ in the UK will be required to stay current on product knowledge.

This role requires a candidate that can:

- 1) Provide a highly flexible and adaptable approach supporting all elements of Brigade's technical business.
- 2) Develop sales opportunities by identifying measures that will make the customer's operation safer.

Primary functions include:



Key Responsibilities:

- Provide guidance and direction on product application and technical support to customers and colleagues for existing and new product introduction and development.
- Complete the necessary administrative duties on time and accurately.
- Provide exceptional customer service and an initiative-taking, positive approach focused on OE, aftermarket & fleet customers.
- Co-ordination and co-operation with all colleagues.
- Preparation and review of application documentation which includes CAD technical drawings, system schematics, specifications, and installation instructions.
- Create and obtain approval of technical documents, which include drawings, CAD, BOMs, specifications, etc.
- Participate in preparation, maintenance & reporting of technical details in the creation of quote/tender documentation, business development, initial installations, installation audits along with any associated technical support.
- Contribute to the development and delivery of technical training programs for both customers and colleagues.
- Provide concise and effective communication with customers and colleagues.
- Lead, support, prepare team meetings, training courses and workshops when required.
- Support and nurture close links with clients and colleagues. If not established, you will need to develop and maintain to meet objectives.
- Required to constantly present a positive and professional image, ensuring an excellent customer relationship is established and maintained with all clients.

Qualifications and Training

- Accredited education and experience with a technical emphasis in electrical/electronic or an Industry recognized apprenticeship with a major automotive OEM.
- Minimum associate degree with grade C or above.
- Elevated level of numeracy and literacy.
- Above average computer literacy including Microsoft Outlook, Word, Excel, PowerPoint, and CRM. CAD experience desired.

Experience and Skills

- Minimum 2 years' experience with automotive electrics and/or electronics.
- Minimum 2 years' experience working on heavy mobile equipment.
- A high level of knowledge of DC circuits, with an understanding of analogue and digital electronics.
- At least 2 years practical experience in a business-to-business environment.
- Attention to detail is critical.
- Ability to install and test equipment on heavy vehicles in remote locations.

Personality and Motivation

- Resourceful with a sense of urgency, yet flexible and practical.
- Deadline oriented, respectful, and eager to learn.

Interpersonal Skills

- Elevated level of presentation communication skills with the ability to communicate effectively with customers, suppliers, management and colleagues.

- Clear spoken English is critical. French is desirable.