

Technical Support Specialist



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 11, 2024

Published : Jun 11, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Position: Technical Support Specialist

Location: Kitchener, ON

Job Type: Full-Time Permanent

Experience: 1-3 years customer-facing work experience

Education: Bachelors in related field

Division: OTTO by Rockwell Automation

About OTTO by Rockwell Automation

OTTO Motors is a global leader in autonomous technology for material handling inside manufacturing and warehouse facilities. With over five million hours of production experience, OTTO autonomous mobile robots (AMRs) are trusted in mission-critical operations for some of the world's most recognized brands. OTTO Motors was recognized as one of Fast Company's Most Innovative Robotics Companies of 2023. For more information, visit ottomotors.com.

OTTO was acquired by Rockwell Automation in 2023. Rockwell is a global industrial automation and digital transformation technology leader focused on helping the world's manufacturers be more productive, sustainable, and agile. With more than 28,000 employees who make the world better every day, we know we have something special. Behind our customers – amazing companies that help feed the world, provide life-saving medicine on a global scale, and focus on clean water and green mobility – our people are energized problem solvers that take pride in how the work we do changes the world for the better.

About the Job

OTTO by Rockwell Automation is seeking a Technical Support Specialist to join our highly skilled team in Kitchener. At OTTO Motors we believe that every client is a VIP and we need someone who will obsessively focus on making our customers successful. You will be responsible for providing remote post-sales customer service and technical support to our rapidly growing list of customers globally.

Your primary responsibilities will be:

- Advanced Level technical support to our customers
- Management of assigned accounts
- On-call Escalation Support
- Organizing warranty parts and repairs
- Triage and customer assistance
- Escalating tickets and coordinating engineering teams with support efforts
- Acting as a customer advocate internally
- Chasing down a solution internally to a deployed customers issue

About You

You want to work for a fast-moving company that thinks big and dreams huge. You are driven, view work as more than just a job, and are never satisfied with a project left half-done. You want to be surrounded by people like you; creative, fun-loving, and passionate about their work. You are motivated by making an impact on your workplace and you thrive on challenging and rewarding problems. Oh, and you have some form of higher education with the common sense to back it up.

Client-facing Skills:

- 1-3 years customer-facing work experience
- Strong communicator (written and verbal), with excellent phone and email manners
- Natural multitasking ability (planning and adapting)
- Focus on customer retention
- Well organized and responsive, with great problem solving and negotiation skills
- Naturally friendly, energetic and empathetic personality
- Passionate about making people happy through exceptional service
- Solid grasp of technology and robotics
- Solid grasp of software architecture, and IT systems
- Communicating technical ideas in an easy to understand way

Technical Skills:

- Hardware/Electrical knowledge
- In depth hands-on troubleshooting
- Computer networking
- Data analytics

Bonus points for:

- Linux (Ubuntu), Shell Scripting, Python
- ROS knowledge
- REST API, iAPI
- FactoryTalk Optix, Allen Bradley PLCs

At OTTO by Rockwell Automation, we are committed to building and supporting a culture of diversity, inclusion, and accessibility. We hire the best talent regardless of race, color, creed, national origin, ancestry, disability, marital status, age, veteran status, sex, sexual orientation, gender identity, and expression. If you require special accommodation to complete any portion of the application or interview process, please contact 1-800-301-3863.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
