

EMSEAL Joint Systems, Ltd - Global

Inside Technical Support Specialist – Global

If you like working with people, solving technical problems to secure successful bids and product sales, then you are person that we are looking for to add to our dynamic industry-leading construction product Technical Team.

At EMSEAL (A Sika Company) we are looking for a highly-trained, motivated, and personable customer/technical service professional to support sales of custom building enclosure solutions throughout global markets.

The ideal candidate will be proactive providing customer service oriented technical and product support working with peers to collaborate, trouble-shoot, and build strong internal relationships.

An ability to multitask, coupled with a creative mind, is the key to this position. The ideal candidate will be able to understand the big picture and be comfortable making real time decisions in a highly supported team environment.

Job Type: Full-time

Job Location: Greater Toronto Area

Experience: Building technology, inside sales, construction management

QUALIFICATIONS:

Bachelor's degree required (BS preferred), or equivalent post-secondary degree, with a preference in Engineering/Architecture. A second language to English is also a useful skill that is a great asset for the job.

DUTIES:

Working with the global sales team to supply customers with timely technical and product support including (but not limited to):

- Provide customer support through effective communication of application analysis for project stakeholders.
- Generate quotes to single or multiple bidders, working with the global sales team for sales proposals.
- Interpret blueprints and construction field conditions. Communicate to CAD engineers conditions depicting product applications for production shop drawings.
- Create submittal orders for product manufacturing.
- Work directly with customers and internal manufacturing to meet accurate project deadlines.
- Assist with phone or web-based product installation guidance and support.
- Develop and share ideas for possible new products and technologies and new market applications.

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Email all questions and applications to: globalcareers@emseal.com