

Service and Support Technician Drone/RPAS Technologies – Palmerston, Ont.

Ag Business & Crop Inc. is an established supplier of drone solutions to the Canada Geomatics, Exploration, Engineering and Construction and Agriculture market.

Ag Business & Crop Inc. is looking for a customer satisfaction focused, highly driven person to join our team. This person will work in the Palmerston office focusing on support and service for our existing clients and salesforce. You will be required to learn and support our leading-edge drone technologies. If you have a deep-rooted drive to succeed and help people, a passion for technology, connecting with people and communicating technical information then this may be the position for you. If you have a passion for drone, high precision equipment and data, we want to hear from you.

Responsibilities include:

- Provide support and training via Phone, email.
- In-house electronic and mechanical repairs of drones and positioning systems
- Continued support of Ag Business & Crop Inc. and CartoCanada Inc. existing clients ensuring a high level of customer satisfaction. Maintain positive communications with customers before, during and after repairs and installs.
- Provide presales and post sales technical support.
- General technical assistance preparing and testing systems for field use.
- Repair and trouble shoot drones and positioning systems. May require customer site visits.
- Conduct formal presentations - Product/Software demonstrations
- Customer and staff training – field and office
- Some travel will be required. Potential extended daily travel with occasional overnight stays.
- Maintain accurate records and ensure all paperwork is reported accurately and completed in accordance with company policies and procedures and submitted within designated timeframes.
- Create training materials as required.
- Professionally represent Ag Business & Crop Inc. vision, mission and values.

Key attributes needed to be successful in this position:

- Aptitude for computer related technology.
- Must be able to communicate effectively both orally and in writing.
- Problem solving skills are essential.

- Customer Focused - Finely tuned customer service skills
- Strong time management and prioritization skills
- High diagnostic, analytical and creative
- Enjoys working with and demonstrating the latest technical and most respected brand of drones in the market
- Self-disciplined, highly organized with strategic planning skills and the ability to work independently
- Team player - excellent interpersonal skills and positive personality
- Valid Ontario Driver's license – Must be able to maintain driving insurability requirements
- Physically able to handle the requirements of the position

Preferred Skills:

- Preferred Post-Secondary degree in Geomatics and/or Electronics
- Preferred Experience drones, GNSS Real Time Kinematic (RTK) and wireless technologies
- Electronics repair/troubleshooting skills
- Familiar with surveying theory and construction field work
- Knowledge of the agriculture industry is an asset
- Remote Control, RPAS, or Pilot skills would be very valuable
- Ability and desire to acquire in-depth knowledge and technical understanding of high-tech products and new technologies.
- Willing to travel

This exciting opportunity will put you on the path to a rewarding career in Technical Support and/or Sales.

Ag Business & Crop Inc. provides:

- Competitive salary
- Great health insurance benefits
- Team atmosphere
- Strong career path

Respond to: info@agbusiness.ca