

## Field Support Specialist (Full-time)

### Description:

Motion Metrics International is a high-tech private corporation located on the campus of the University of British Columbia that designs, develops, and deploys advanced monitoring solutions for heavy-duty industries. Our products combine custom-designed rugged hardware and “embedded + cloud-based” software to address some of the most challenging problems in the mining industry by using imaging and other sensor technologies.

We are looking for a Support Field Specialist to join our Vancouver team. This position will be responsible for supporting, troubleshooting, and training our customers both remotely and at the mine site. You will be required to maintain comprehensive knowledge of Motion Metrics’ product. An important part of this role is planning and conducting systems installation and maintenance visits at mines worldwide. Exceptional customer service and troubleshooting is a must. This position requires travel to open-pit mine sites, so applicants must be able to travel domestically and internationally when needed.

### Responsibilities:

- Provide exceptional customer service focused on building and maintaining relationships.
- Plan and execute system installation and maintenance visits worldwide.
- Deliver high-level support by troubleshooting systems at different client sites.
- Provide on-site and remote training on system software, hardware, and online platforms.
- Be able to meet deadlines and prioritize tasks while under pressure in the field.
- Create and maintain support documentation.
- Accept assignments with open, cooperative, positive, and team-oriented attitude.
- Perform other duties as assigned.

### Requirements:

- Fluent in English with excellent spoken and written communication skills. Spanish, French, or any other language would be an asset but not mandatory.
- University Degree or Diploma with 2+ years of experience in a technical support or engineering role.
- Experience in the mining industry with software/database experience preferred.
- The ideal candidate is hands-on and works well with mechanical and electrical tools.
- Strong computer skills including networking, Jira, SQL server, Windows 7 and 10, Microsoft Word, Excel, and Outlook.
- Be able to read and analyze documents, technical procedures, and government regulations.
- Be professional with a positive attitude and work well under pressure to meet expected deadlines.
- Ability to solve problems and propose solutions to any issues that might arise.
- Possess excellent time management skills and be results-driven.
- This position requires significant travel and occasional weekend work. You must be willing and able to travel to various mines domestically and internationally (valid passport is required).
- Driver’s license is required.

Motion Metrics International Corp offers a generous compensation package and benefits, as well as a fun and driven work environment and culture. Interested candidates please submit your resume with cover to [careers@motionmetrics.com](mailto:careers@motionmetrics.com). Due to the high volume of applications we receive, only those selected for an interview will be contacted. Thank you.