

Support Engineer
Santiago, Chile

DESCRIPTION:

Motion Metrics Latin America is a branch office of **Motion Metrics International Corp.**, a fast growing high-tech Canadian Company that provides advanced monitoring solutions to mines and quarries. We are seeking a full time Engineer to become a part of our Technical department. Please visit us at www.motionmetrics.com for more information.

JOB SUMMARY:

In this position you will be a primary contact for customer mines in Chile, support, troubleshooting, maintenance and training. You will be required to maintain comprehensive knowledge of Motion Metrics products and plan and conduct installations and maintenance. Exceptional customer service and troubleshooting is a must. This position will require traveling to mine sites, so you must be able to travel domestically and internationally when needed.

ESSENTIAL FUNCTIONS:

- In charge of providing exceptional customer support services.
- Have a thorough understanding of the products and services supported.
- Hands on when visiting mines for system installation or support/maintenance activities.
- Direct team of people when visiting mines for installation or support processes.
- Build and maintain relationships with clients.
- Ability to meet deadlines and to prioritize tasks while under pressure in the field.
- Create and maintain support documentation.
- Remotely support systems when needed.
- Internal support check for quality control processes.
- Accept assignments with open, cooperative, positive and team oriented attitudes.
- Field management or remote management of teams are part of the role responsibilities.
- This position reports to both the General Manager of Chile Office as well as the Sales & Support Team in Vancouver, Canada.

REQUIREMENTS:

- Be fluent in Spanish and English, and possess excellent spoken and written skills.
- Hold a university degree or diploma and have 1 - 2 years of experience in technical support, with focus in pre-sales & post-sales.
- Experience in the mining industry is preferred but is not mandatory.
- The ideal candidate is hand on, and works well with both mechanical and electrical tools.
- Have strong computer skills incl. networking, Microsoft Word, Excel, 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.
- Have the ability to solve problems and propose solutions to issues that might arise.
- Possess excellent time management skills and be results-driven.
- Possess valid driving license and driving experience.
- Significant travel to remote mining locations, sometimes on your own, for several days at a time is required as part of the job. You must be willing to and able to travel to various mines domestically and internationally (valid passport is required), 50% of the time is considered for travelling activities.

To apply for this position, send an email with your resume and the cover letter in English to jose@motionmetrics.com. Please do not call us directly. Only applicants selected for an interview will be contacted.