

## Technical Customer Support Representative

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*Paradox Security Systems is an electronics designer and manufacturer in the alarm security industry that for 29 years produced innovative and industry-leading products. We are looking to grow our team in Canada to work on our next-generation of products.*

### **Experience you have:**

- Customer relations/service experience in an international manufacturing environment and R&D environment.
- Technical knowledge in electronics, alarm systems or related fields preferred.
- Excellent relational and communication aptitudes with customers.
- Excellent English and French oral and written, additional languages an asset.
- Demonstrated ability to build partnerships and foster trusted relationships with our distributors.
- Ability to adapt and learn quickly in a changing environment.
- Ability to challenge the status quo and propose innovative ideas, with customers in mind.
- Bachelor's degree or related work experience in a relevant field.

### **What you will do:**

- Be the primary link to our worldwide distributors for all our products.
- Lead our Technical Support team and contribute to the overall development of the Customer Support department.
- Develop, implement and manage improvements in all aspects of product support.
- Prepare eloquent well-written documentation for our distributors.
- Provide excellent customer care through professional, timely and accurate communications.
- Research, organize and attend internal and external events such as tradeshow and distributors visits.
- Travel occasionally to meet our distributors.

### **What you can expect:**

- Competitive salary, project bonus, benefits (group insurance and RRSP contribution program).
- Modern, comfortable and clean work environment.
- Flexible schedules.
- Free parking, greater Montreal area, reverse of traffic and accessible by public network.
- A world of opportunity for career growth.
- See the products come to life in our manufacturing facilities.

### **Contact us:**

Please send your resume to email address: [humanresource2@paradox.com](mailto:humanresource2@paradox.com)

