

Summary:

Reporting to the Product Support Manager, the Internal Product Support Tech ensures the accuracy and integrity of product manufacturing data and outputs. As a key member of the Phantom team, the incumbent will provide leadership in the achievement of departmental goals, consistently demonstrate and encourage in others the organization's core corporate values, and champion Phantom's overall strategic vision.

Department Structure:

Other positions reporting the Product Support Manager are those of Product Support Team Lead and Product Support Techs.

There are no subordinates reporting to the position of Internal Product Support Tech.

Our Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are required to help us achieve this by practicing our core values.

- To Speak the Truth
- To Pursue Excellence
- To Serve Each Other
- To Practice Stewardship

Position Responsibilities:

(include but are not limited to, the following)

- Create and maintain generic and standard bills of materials as well as kitted items.
- Ensure system outputs drive the right outcomes on non-standard orders, collaborating with other departments as needed.
- Update and maintain the Data Models for all items.
- Liaise with production on traveler updates where required.
- Troubleshoot and resolve issues related to the configuration of units and parts.
- Maintain, collect and collate data from NSO history and identify trends; collaborate with the Product Support Manager to identify opportunities and solutions.
- Develop and maintain internal process documents.
- Perform routine accuracy assurance checks.
- Create and maintain item master records and item location records in Macola.
- Strive to provide the Phantom Experience and engender trust and collaboration in every interaction
- Maintain a current working knowledge of the position and participate in job-related training programs or associated personal development initiatives as required.
- Perform all other duties as assigned.

Position Requirements:

- Minimum two years related work experience
- Strong technical and mechanical aptitude needed to develop a comprehensive knowledge of Phantom's product lines
- Superior computer skills using Microsoft Office and experience using an ERP system (Macola).
- A results-oriented individual with a proven ability to apply evaluation and analysis skills to identify and resolve issues.
- Ability to work efficiently with a minimum of supervision, using good judgement in ambiguous situations along with the ability to maintain composure and professionalism at all times.
- High level attention to detail and accuracy in order to appropriately complete all tasks.

- Ability to schedule and meet assigned deadlines
- Ability to develop and maintain positive and professional relationships with all internal and external contacts
- Respect the need to maintain confidentiality when coming into contact with sensitive information.
- Ability to travel throughout Phantom's market areas if an as required.

Academic Qualifications and Work Experience:

High School Diploma (Grade 12 or equivalent)