

01.24.2022

## Heating Technician – IBC<sup>®</sup> Canada (Burnaby)

### About Us

IBC Technologies Inc. is a leading manufacturer of high-efficiency boilers and water heaters for residential and commercial use in North America and a proud member of the Rheem Manufacturing Company family of brands. For over 25 years, IBC has been at the forefront of innovation in the heating industry.

Here at IBC, we operate on the basis of accountability, integrity, quality, openness, and teamwork. The strength of these values is apparent in our team members, who strive to live them every day. It is this culture that has allowed us to exceed customer expectations, outperform our competitors, build strong relationships and above all, have fun doing it with a lot of great people!

### Position Title

Heating Technician

### Position Summary

The Heating Technician provides technical support for commercial and residential customers and contractors. The role is primarily a blend of remote and office work but may need to engage in limited fieldwork at times, offering diagnostics and resolutions for a range of post-sale issues, including but not limited to boiler installation and service, air handlers, heat exchangers, and parts replacement.

Location: Burnaby, BC

Schedule: Monday to Friday. May require weekends and holidays on a rotational basis.

Reporting to: Manager, Customer Experience and Tech Support

### Essential Functions

- Provide verbal and written technical assistance to customers with service, installation, repair and general product questions.
- Identify problems, troubleshoot errors, explain and initiate the repairs process, both remote and in person.
- Support customers in the interpretation of warranty information.
- Arrange for malfunctioning or defective items to be returned for repair or replacement.
- Track requests, troubleshoot problems, assess parts or spares inventory, document resolutions and determine warranty eligibility on CRM.
- Ensure full resolution and conclusion of tickets.
- Performs other duties as assigned.

### Qualifications

Education:

- Technical Plumber or Piping Certificate Preferred.

Work Experience:

- Prior experience providing technical support in the field in one or more of the following services; plumbing, HVAC, home appliances or automotive maintenance.
- Prior experience providing remote technical support and customer service.

- Prior experience maintaining extensive customer interaction records on CRM.
- Experience in performing field wiring, programming, commissioning of boilers/heating equipment/parts is an asset.

Knowledge, Skills, & Abilities:

- Excellent customer service skills.
- Mechanically inclined.
- Excellent verbal and written communication skills.
- Meticulous in nature, with a strong focus on accuracy.
- Advanced proficiency in CRM.
- Working proficiency in MS Office Suites.
- Demonstrated ability to work well with others in a matrix team environment.
- Ability to see cases and tickets through to their conclusion.
- Ability to manage time on tickets efficiently.
- Ability to read, write, and comprehend technical instructions, short correspondence, technical documentation and memos.
- Excellent problem-solving skills for technical products.

**Apply**

We want to hear from you if you think there is a fit! To apply, please email your application to [ibc.hr@ibcboiler.com](mailto:ibc.hr@ibcboiler.com) with the job title in the subject line.