

Mechanical Engineering Technologist – ON

SM Cyclo of Canada, Ltd. is also known globally as Sumitomo Drive Technologies. We offer superior products, and it is our team members that cement our customer relationships by delivering superior service and performance to meet or exceed customers' expectations. We expect our team members to give their best every day, and in return we strive to deliver the same superior service, performance, and rewards to our employees. To find out more please see our corporate video <https://www.youtube.com/watch?v=1DSrqr4-2alor> to see our products visit <https://www.youtube.com/watch?v=DPth5WITjRo>.

Job Description

Purpose and Scope of Job:

Act as the first point of contact for industrial power transmission / motion control (PT/MC) product lines. Primarily responsible for providing technical support in response to a variety of technical and repair situations regarding SMC products and services. Extensive company training program will be provided.

This is a full-time position in our Oakville facility. Hours are Monday to Friday 8:00am – 5:00pm.

Essential Functions (other duties may be assigned):

- Prepare and interpret engineering designs, drawings and specifications for industrial power transmission systems (sizing gearboxes, couplings, motion control products, etc.).
- Prepare cost and material estimates, project schedules and customer quotations.
- Provide technical assistance to customers on products purchased from SMC.
- Gather and maintain the technical knowledge necessary to provide customers with efficient/effective technical resolution actions.
- Read and understand technical data detailed on drawings, instructional manuals and other technical product data.
- Work with outside sales team & customers to develop project quotations reviewed by Technical Support Supervisor.
- Promote atmosphere of positive attitude to our customers while exceeding their expectations for services provided.
- Maintain product information materials and organize for quick reference when needed.
- Work internally with outside sales force, project management and other departments to ensure customer satisfaction.
- Assist customer service staff with technical and customer service problems.
- Research service part requirements and make the appropriate recommendations.

Minimum Qualifications:

- Mechanical engineering degree or other related technical discipline is preferred.
- Two (2) years of technical or customer service experience with an industrial power transmission distributor or manufacturer is preferred, but not required.
- Ability to read catalogs, drawings, and price sheets and understand complex technical information.
- Willing to learn about the industry, company, product lines and applications. Training program will be provided.
- Experience with data entry and Microsoft Excel.
- Must be able to work in a fast-paced environment.
- Excellent problem-solving skills.

Benefits:

We offer a very generous benefit package consisting of:

- 100% company paid comprehensive benefits including health & dental, life insurance, disability insurance, and an employee assistance program.
- Company pension
- RRSP match
- Complimentary access to a licensed financial planner
- On-site parking
- Paid time off
- Get your birthday off with pay
- Tuition reimbursement
- Company events
- Top wages based on experience
- Annual performance bonus
- 8-hour day shift, Monday to Friday

PLUS: A spacious working environment with great Company culture, summer BBQs and other exciting employee events during the year.

Other Accommodations:

Upon request, Sumitomo Drive Technologies will provide reasonable accommodation to persons with disabilities throughout the hiring and employment process. It is the policy of Sumitomo Drive Technologies to recruit the most qualified individual for every opportunity in an efficient, professional and nondiscriminatory manner. Sumitomo focuses on recruiting, employing, and advancing members in diverse groups in an ever-changing market.

How to Apply:

To apply, please submit your resume to rosa.oneil@shi-g.com.