

GATEKEEPER

Customer Care and Production Support Specialist

About Gatekeeper Systems Inc.

GATEKEEPER Systems is a leading provider of high-resolution video security and safety systems for mobile applications. We design and manufacture a range of digital recorder products that utilize the latest embedded processors, video compression technologies and playback applications to meet the demanding needs of commercial and military market spaces. Visit our website at www.gatekeeper-systems.com to learn more about what we do.

About This Opportunity

The organization is located out of GATEKEEPER's head office in Abbotsford, BC. We are expanding and are seeking a full-time Customer Care and Production Support Specialist. This position will include, but is not limited to, installation of GATEKEEPER product on vehicles, installing Wi-Fi Access Points, loading and configuring software on servers, training and providing customer support. We are looking for an individual that has a good work ethic accompanied by both a mechanical and technical aptitude, has the ability to work well under pressure, and is self motivated to "roll up their sleeves" and "get dirty". The candidate must be a Canadian resident and have a valid Canadian passport with the ability to travel between Canada and the USA.

Customer Care

Duties & Responsibilities

- Technical evaluation of products and systems
- Recommending and documenting possible product and system enhancements or features to better meet our customers needs
- Installation of GATEKEEPER system hardware
- Installation coordination for our Canadian and US customers
- The ability to install Wi-Fi Access Points in elevated locations
- Work with customer IT staff in establishing connectivity to installed hardware and software; ability to troubleshoot connectivity issues
- Install equipment in vehicles and confirm functionality
- Training customers and installers on products and software locally and remotely
- Provide technical telephone customer support
- Writing of various technical documents including training material and standard procedures

Skills & Qualifications

- Certification or a Diploma in electronics, networking or a computer related field
- Troubleshooting and problem-solving skills

GATEKEEPER

GATEKEEPER

- Experience in low voltage 12V DC vehicle systems
- Experience with IP cameras and DVR's that support IP cameras
- Previous installation with cable or high-speed, audio or two-way radios
- Must be mechanically minded and capable of performing installation activities for product in vehicles and Wi-Fi equipment on customer sites
- Self-starter and able to work with minimal supervision
- Excellent interpersonal skills; both spoken and written
- Proficient with Microsoft Office such as Word, Excel, Outlook, etc.
- Must maintain a current passport, as well as a driver's licence with a clean driving record
- Be available to travel 50% of the time

Production Support

Duties & Responsibilities

- Be available to 50% of the time (based on time allocations coordinated between Production and Customer Care)

Immediate Responsibilities

- Follows established practices, procedures and quality standards within the Inspection function
- Prepares written inspection criteria, as required
- Ensures products received, comply with available drawings, specifications, and Inspection Standards
- Ensures that conforming product, that is flagged for inspection, is processed within 24-hours from the time of its receipt
- Ensures Non-Conforming materials are reported by way of established methods and that corrective/preventative actions follow. Prepare NCR and Shipping forms when shipping
- Testing of electronic assemblies, as required
- Fosters an evolving environment by making recommendations for improvements internally and externally
- Maintains reporting structure on chronic material issues and reporting on significant changes
- Follows workplace operating and environmental, health and safety procedures and guidelines
- Have a clear understanding of all analog and digital production builds
- Work with Q/C to ensure subassemblies conform to corporate policy
- Ship all new orders and service orders as released by Customer Service using the UPS software and ensuring the proper ship method is selected. Record serial numbers for serialized GATEKEEPER products
- Pass RMA's that are on the bench ready for shipping to Customer Service so the pack slip can be released
- Track packages as needed and contact UPS to deal with any package delay.

GATEKEEPER

- Provide order list of shipping supplies from related vendors as needed
- When product deliveries are received make sure they are placed in the holding area, make sure the box is clearly labeled, remove the pack slip and pass to Procurement
- Assist in other warehouse operations as needed. This included making sure the warehouse is kept clean and organized, assisting with the set-up/changes to the warehouse, and maintaining bin locations.
- Lead the lean transformation of Manufacturing Operations and build teamwork to drive continuous improvement, safety, quality, delivery and cost
- Provide oversight to ensure achievement of Quality Workmanship and budgeted cost objectives
- Setup and supervise cross training programs with in the production department

Desirable Assets or Training opportunities

Installing and configuring the following:

- Microsoft Windows 7 through 10
- Microsoft Windows Server 2003 through 2012
- Experience in networking including Firewalls, DHCP, DNS, TCP/IP, and UDP
- Experience with Wi-Fi Access Points, M2M Cellular modems, and Routers
- A support role in customer service with products, systems or networking equipment
- Previous experience in supporting video recording systems (DVR's and cameras)

What We Offer

- Competitive compensation
- Comprehensive benefits package
- Flexible work hours
- Professional office environment

How to Apply

If you are interested in this unique opportunity, please respond to this posting with your resume and cover letter stating salary expectations to careers@gatekeeper-systems.com and reference "Customer Support Specialist" in your email subject line.

We thank all candidates for their interest