

Customer Service Technician with Rutter

Rutter Inc. (Est. 1998) is a privately held global enterprise, delivering innovative radar technologies that enhance safety, security and efficiency in multiple sectors, including marine operations, offshore wind energy, oil and gas, and defence. Serving an established and growing global customer base, the Rutter's real-time radar processing technologies offers a broad range of exciting capabilities for ocean related operations.

Rutter is seeking an energetic electronics technician/technologist (**Customer Service Technician**) to join the Rutter team, in supporting our customers with new *sigma* S6 radar system installations and commissioning, system upgrades, on-site and remote training, and technical support. This position requires an individual with enthusiasm and strong technical aptitude who can rise to the challenges of a technically demanding and physically challenging schedule. If you are interested in working in a fast-paced, team-oriented environment with ample opportunity to learn, travel, and to actively contribute to team goals, and hence build a new and exciting career, this position may be for you. Successful candidates are likely to have achieved a 3-year diploma program in marine electronics technology, electronics engineering technology, or equivalents.

In this position, you would be expected to:

- Install and commission Rutter's *sigma* S6 radar processing products;
- Develop and deliver User training to customers;
- Develop and deliver Installation & Commissioning training to Rutter Certified Technicians;
- Assist to develop User and Installation & Commissioning technical documentation;
- Deal directly with customers, arranging installation, service and training visits;
- Provide front-line, technical customer support;
- Balance multiple concurrent projects;
- Be available for overtime, international travel on short notice, and international travel for extended periods;
- Be eligible for work in various offshore regions (must be capable to pass health, drug, BST, etc. testing requirements);
- Be comfortable working at heights and outdoors in challenging weather conditions;
- Work effectively and respectfully with all team members, aiding and working co-operatively with others on the team as needed.

As the ideal candidate, you will have knowledge of, experience in and aptitude for the following:

- Marine radar use and installation/commissioning of radars and radar related technology;
- NMEA 0183 protocol and device (GPS, Gyro, Echosounder, etc.) use and installation/commissioning;
- Windows OS (7/10/11/etc.);
- Network topologies and mobile internet access systems;
- Analog/digital electronics and electrical troubleshooting;
- Use of standard electronics tools – digital multimeters, oscilloscopes, crimp tools, etc.;
- Strong appreciation for the challenges associated with maintaining and enhancing legacy hardware software systems;
- Communication of technical concepts and ideas to technical and non-technical colleagues and clients;
- Technical problem solving in software and other technical systems.

Why you should want to join Rutter:

- Exceptional opportunity for professional growth within a global enterprise based in St. John's, NL;
- Very competitive salary and comprehensive benefits package;
- Profit sharing through a progressive bonus system;
- RRSP contribution matching scheme;
- Attractive and flexible vacation/time-off policies.

If this position interests you, please send your résumé to the address below via email by **Friday, August 16, 2024**:

Rutter Inc.

Attention: Human Resources
30 Hallett Crescent, Suite 102
St. John's, NL, Canada A1B 4C5
Email: careers@rutter.ca
www.rutter.ca

Rutter Inc. is an equal opportunity employer.

Please cite the job title when responding. All resumes will be received in confidence.
We thank all candidates for their interest, but only those selected for interviews will be contacted.



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