



WATERLOO
225 Bathurst Dr., Unit D
Waterloo, ON N2V2E4
Tel: 519-772-0386
Fax: 519-772-1029

BURLINGTON - HQ
1038 Cooke Blvd., Unit 3
Burlington, ON L7T4A8
Tel: 905-681-3901
Fax: 905-681-0688

LONDON
113-4056 Meadowbrook Drive
London, ON N6L 1E2
Tel: 519-652-8280
Fax: 519-652-6867

TORONTO
4085 Sladeview Cres., Unit 5 & 6
Mississauga, ON L5L 5X3
Tel: 416-613-9947

Technical Support – HVAC Systems Equipment

- Full-time Permanent
- Business hours (8:00am - 5:00pm)
- Service, gas and/or refrigeration tech experience
- Computer savvy as a diagnostic tool

O'Dell Associates is a well-established heating, ventilating, and air conditioning (HVAC) company that works across Ontario with engineers, building owners, mechanical and sheet metal contractors in both commercial and industrial settings. You will be required to provide technical support to our customers within Southern Ontario, with a diverse line-up of world-class products.

In your role as **Technical Support**, you will develop advanced knowledge of our core products to deliver exemplary support. You will work closely with contractors through installation and commissioning of equipment to respond quickly to technical questions and provide on-site support throughout start-up, commissioning and troubleshooting activities.

Daily Responsibilities include:

- Provide telephone support to installers and service technicians on installation (wiring, piping programming) and operational issues related to equipment we provide
- Work with our sales staff to support them in laying out and integrating our equipment in a variety of applications
- Liaison with manufacturer's technical support to obtain support documents and technical information that will assist our customers with installation and/or configuration of equipment
- Provide field support in installation, troubleshooting and configuration of our equipment
- Provide field support in following the manufacturer's procedures for commissioning of equipment including warranty procedures

Occasional Responsibilities include:

- Attend manufacturer facilities for technical training on product lines

Qualifications Include but not limited to:

- Experience in the HVAC industry as a service or refrigeration tech is a necessity.
- Strong communication and interpersonal skills.
- Conscientious and diligent
- Able to work well independently and within a team environment across multiple office locations.
- Excellent verbal and written communication skills
- Advanced application of computers and electronics as front-line support tools for mechanical equipment. Training will be provided, but, you will embrace this industry shift.



WATERLOO
225 Bathurst Dr., Unit D
Waterloo, ON N2V2E4
Tel: 519-772-0386
Fax: 519-772-1029

BURLINGTON - HQ
1038 Cooke Blvd., Unit 3
Burlington, ON L7T4A8
Tel: 905-681-3901
Fax: 905-681-0688

LONDON
113-4056 Meadowbrook Drive
London, ON N6L 1E2
Tel: 519-652-8280
Fax: 519-652-6867

TORONTO
4085 Sladeview Cres., Unit 5 & 6
Mississauga, ON L5L 5X3
Tel: 416-613-9947

Here's what else you'll enjoy:

- Comprehensive benefits package
- Depending on experience you'll earn a competitive base salary.
- Mileage covered and monthly phone allowance
- Vacation time negotiable depending on experience
- Christmas & New Year holiday closure
- Company sponsored professional affiliations
- Training opportunities at manufacturers' facilities across Canada and the USA

Contact Information:

- Please e-mail resume to careers@odellassoc.com
- For more information visit us at www.odellassoc.com