



NTI Boilers Inc. is part of the Ariston Group, a global leader in renewable and high-efficiency solutions for water and space heating, components, and burners, and it demonstrates its commitment to sustainability through the development of products such as heat pumps, water heater heat pump, hybrid solutions and solar thermal systems. Ariston Group has 7,700+ employees, representative offices in 42 countries, 23 production sites and 25 research and development centers on 4 continents. In 2021, the Group reported revenue of 2 billion euros and sales of 7.5 million products in about 150 countries around the world.

NTI Boilers Inc. is a manufacturer of residential and commercial heating equipment founded in Saint John, New Brunswick, Canada. With over 50 years in business, NTI has found success across North America, and is continuing to expand.

We pride ourselves in supporting our customers when needed and strive to deliver excellent customer service. We are currently recruiting 2 **Technical Support Positions**

Responsibilities:

- Provide customer support for technical heating system issues to clients via email and telephone.
- Diagnose and resolve product technical issues for customers.
- Provide technical expertise and troubleshooting to field technicians to help resolve heating equipment issues.
- Consistently deliver high-quality customer service to our clients.
- Assist engineering in the product development cycle.
- Assist with the product warranty processes.
- Assist with technical writing, issuing technical bulletins and product manual updates.
- Perform other duties as required.

Qualifications:

- Strong interpersonal communication skills
- Great attitude
- Team player
- Technical and/or mechanical inclined and interested
- Speaking multiple languages is considered an asset
- Previous experience in customer service or in a call centre is considered an asset
- Interested in continuous learning
- Ability to listen effectively and respond professionally
- Speaking multiple languages is considered an asset

Work Environment: At NTI you'll enjoy a relaxed, yet professional work environment. With our casual dress code and welcoming employees, you'll fit in immediately as our workplace and employees are very welcoming. We encourage and welcome individuality.

NTI Boilers Inc. is proud to offer a flexible and comfortable work environment along with a competitive compensation and benefits package. If you or someone in your professional network may be a good fit, please contact me at dnicholson@ntiboilers.com.