

Technical Support & Service Representative

Company Overview:

Barnacle Systems is an award-winning marine electronics innovator with a waterfront office in Victoria, BC. At the heart of our mission lies the ambition to "re-invent how people check on their boats", safeguarding recreational and government vessels alike. As we stride forward in our venture, we're also deeply committed to environmental protection, taking the lead against the risks posed by abandoned boats. Our commitment to innovation, quality, and customer service sets us apart in the marketplace. As part of our vibrant team, you'll step into a world where every voice is cherished, and every perspective contributes to the tide of innovation.

Job Summary:

As a **Technical Support and Service Representative**, you will play a critical role in providing technical support and solutions to marine electricians and marine electronics specialists worldwide. Leveraging your expertise in IP networking and your practical experience in mechanical and electronics assembly, you will support customers with troubleshooting, installation guidance, and ensuring the successful operation of marine electronics systems. While knowledge of NMEA2000 networks is a bonus, your extensive experience in IP networking will be key in delivering effective support. Familiarity with the boating industry is beneficial, but not required. We will provide you with the necessary training to quickly understand and address our customers' unique needs.

Key Responsibilities:

- Provide comprehensive technical support to marine electricians, electronics specialists, and systems integrators, focusing on product installation, configuration, and troubleshooting.
- Assist customers with inquiries related to IP networking, including setup and integration of products into larger network systems.
- Participate in mechanical and electronic assembly tasks as needed, leveraging your practical experience to support company and customer success.
- Deliver training sessions and product demonstrations to customers, dealers, and installers, aimed at improving their installation skills, product utilization, and overall satisfaction.
- Be the primary point of contact for technical assistance and troubleshooting of marine electronics systems, including IP cameras, sensors, and smart devices.
- Maintain a solid understanding of industry trends, ensuring that customers are informed of product updates and technical advancements.
- Collaborate with internal teams to relay customer feedback and assist in the development of new product features or enhancements.
- Participate in industry events, providing technical expertise and representing the company to further build customer relationships and brand awareness.

Qualifications, Experience and Abilities:

- Completion of a 2-year technologist program or higher in a related field (e.g., Electronics, Marine Engineering, Computer Science).
- Proven experience in a technical support or service role, ideally within marine electronics or a related industry.
- Extensive knowledge of IP networking principles, including VLANs, multi-WAN configurations, advanced routing, and IP camera protocols (e.g., ONVIF, RTSP), with hands-on experience in networking systems across home, marine, or industrial environments.
- Experience in the installation, configuration, and troubleshooting of security systems, including IP cameras, sensors, and smart home/IoT devices, with a focus on protocols such as Zigbee, Z-Wave, Wi-Fi, and Bluetooth.
- Experience providing remote support to technicians and customers during on-site installations, ensuring successful configuration and troubleshooting in real-time.
- Familiarity with the boating industry and an understanding of the needs of marine electricians and electronics specialists is beneficial.
- Strong communication and interpersonal skills, with fluency in email writing and high attention to detail.
- Ability to convey complex technical concepts in a clear and understandable manner to customers, both in written and verbal communications.
- Self-motivated, and able to work independently as well as collaboratively with a team.
- Willingness to travel occasionally for on-site support, training, and participation in industry events.