

About Powerside

Powerside is a leading end-to-end provider of Power Quality and equipment monitoring solutions. The Company aims to change the \$40 B power quality market, which is too complex and confusing for many customers to navigate.

Our product range includes PQube®, the most capable and cost-effective power analyzer on the market, and a full range of low and medium voltage power correction equipment. To date, we have deployed 50,000+ monitoring solutions and delivered 5,000+ correction projects in over 50 countries. We are proud to count many of the world-leading companies, including dozens from the Fortune 500, as our customers.

Powerside's focus is on Power Security, a step above the traditional world of Power Quality. Harnessing IOT/cloud technology, and advanced analytics, Powerside's goal is to modernize the approach to system and facility monitoring in a broad range of high-value applications, ensuring that our Customers have reliable power, so they can focus on what they do best.

Powerside has facilities in Alameda, California, and Montreal, Quebec, Canada. We provide a competitive compensation package with healthcare and retirement plans.

All our employees share in the success of our company through a generous stock option plan.

Position: Training and Technical Documentation Lead – Technical Support

Status: Permanent, Full-Time

Report to: Customer Experience Director

Location: St. Laurent, Quebec

Role Overview

The Technical and Applications Support team is looking for a Training and Technical Documentation Lead to provide partner training, documentation and publication support, technical writing, and structured communications from the company in a customer product support environment.

The role will work closely with both internal and partner groups to define documentation process and training requirements, increase knowledge of products, and visibility on software configurations and monitoring applications for networked power data acquisition systems.

Working on pre- and post-sale support, your efforts will have a visible and direct impact on our sales success and customer satisfaction and will enable us to deliver powerful equipment and facility monitoring products and services to a wide range of industries, and provide our partners and customers with best solutions and recommendations.



Responsibilities

- Develop training material and technical publication to produce high quality documentation and training to our global partners and customers
- Deliver training, video materials, and webinars for power quality monitoring and networking equipment
- Prioritize and coordinate daily activities, and direct documentation projects, for timely delivery of documents, publications, and online content
- Review and edit work as needed; act as final approver or editor for documentation projects and training materials; ensures milestones/goals are met.
- Ensure new and existing publications are written in accordance with established documentation procedures. If needed, generate new process related to his duties.
- Collaborate on the composition of technical writing and documentation: manuals, procedures, work instructions
- Manage input and accurately present details of the product, service, or process
- Has good knowledge of department processes and manages documentation in accordance with organizational politics, objectives, and accurately present details of the product or process.
- Support Application Engineering and facilitate requests for additional information to complete projects, methodologies, and product standards for powerful equipment and facility monitoring products
- Update status of customer documentation requests based on priority, or according to SLA (Service Level Agreement)
- Ensure documentation on the file share platforms are adequate and up to date
- Perform other documentation and training related duties as needed

Required Qualifications/ Experience

- College diploma or a bachelor's degree, or equivalent experience
- Minimum of three (3) years in training, technical writing, or as a communications professional
- Excellent written, oral and presentation skills
- Thrive in a constant evolving and growing environment
- Ability to quickly learn and explain new technologies, and make complex information accessible
- Ability to manage priorities and collaborate with peers and other team members
- Demonstrate accuracy and attention to detail
- Bring their sense of initiative, energy, and enthusiasm to work

Competencies and Technical Skills

- Ability to communicate effectively with both technical and non-technical users
- Proficient in Microsoft Office, Word, Excel, Powerpoint, Sharepoint, Adobe Suite for Technical publication (an Asset)
- Understanding of power electric quality and high-value system monitoring applications, an Asset.

Languages

- Fluency in English and French, spoken and written;

Perks

- Company pension, Dental care, Extended Healthcare
- Large focus on Stock options-we believe everyone should be an owner
- Opportunity for growth

Application Deadline

Please apply to careers@powerside.com with a resume and a cover letter.

