



HP Technical Support Specialist Job Posting

Title:	Health Physics Technical Support Specialist
Reports to:	Manufacturing Engineering Manager
Start Date:	asap
Education Level:	Bachelor's Degree
Location:	West 50B Caldari Road, Concord, ON, L4K4N8
Send Resume to:	Human Resource Manager: cyip@mirion.com
Working Hours:	Full-Time (40 hours per week)
Status:	Permanent

Job Summary:

The Health Physics Technical Support Specialist is involved in multiple activities related to documentation, support, and maintenance of products from Mirion Technologies' Detection & Measurement Division with a focus on the Contamination & Clearance Health Physics product portfolio developed, produced and serviced by Mirion Technologies (Canberra CA) Ltd ("the Company"). This includes assisting the Health Physics Product Specialist in the generation of new and editing/revising of existing product documentation. The incumbent may also be involved in product development and validation activities and assists in documentation and support aspects of projects related to order customization.

The Health Physics Technical Support Specialist is also expected to perform an in-house customer support/service role on behalf of various departments within the Company.

Core Duties/Responsibilities:

- Responsible for assisting with technical documentation for several Detection & Measurement Division products and Contamination & Clearance Health Physics in particular.
- Assist with the creation and the review/update of User Manuals for new and existing products respectively to ensure compatibility with software and hardware revisions.
- Support internal departments as requested within the Engineering function under the auspices of the Health Physics Product Specialist (HPPS).
- As a Single Point of Contact (SPOC), provide sales/service technical support for customers and/or personnel from other Mirion Technologies facilities on behalf of the Company by gathering information from various departments within the Company.
- Work with the Engineering team on development of new products and updates to the existing products.
- Create Service Bulletins as per requirements from Engineering team to provide technical details to Field Service Engineers/Representatives on issues with products and possible solutions.
- Assist the HPPS in working with Product Management (and the Engineering team, Production, Sales / Field Service when required) to provide technical details for Sales Information Notes and/or Specification Sheets etc. that describe introduction of new products, changes to the existing products, rationalization of old/obsolete products.
- Help the HPPS to work with the Engineering team on creation of new or updates of existing Acceptance Test Procedures (ATP) and customer-driven Factory Acceptance Test (FAT) Procedures.
- Assist the HPPS to work with Field Service and the Engineering team on creation of new or updates of existing Site Acceptance Test (SAT) Procedures.
- Participate in testing and validation of the Company products, including their radiological performance and compliance to standards.
- Help the HPPS to maintain Technical Documentation database to ensure safe and secure storage / maintenance.
- Safely use and maintain confidential information, including proprietary documentation and all client information.
- Work with the Mechanical and Electrical Design group within Engineering to ensure proper level of drawing revisions included in the Technical Documents as applicable.
- Contribute information and ideas related to Technical Documents to the HPPS and the Management Team as applicable.



- Adhere to Quality Management requirements.
- Perform other duties as assigned.

Skill/Knowledge & Other Requirements:

- Requires a bachelor's degree in Nuclear Engineering / Health Physics / Radiation Science or in another Science, Technology, Engineering, and Mathematics (STEM) related field.
- Must have two (2) to five (5) years of experience in a measurement instrumentation field, preferably related to radiation detection/protection. Graduate degree will be considered in lieu of on-the-job experience.
- Must have exceptional written and oral communication skills in English.
- Must be proficient in MS Office and tools; in particular, Word, Excel, PowerPoint and Outlook.
- Ability to quickly acquire knowledge and gain high proficiency with application software, databases, graphics programs, operating systems and networks, and other business and/or STEM related software packages.
- Have knowledge of applicable standards to the job (IEC, ISO, EPRI, ANSI, DIN, etc.).
- Be proficient with ERP systems such as SAP.
- Self-confidence and ability to manage own activities to solicit and complete transactions successfully.
- Ability to build rapport and relationships with customers, company personnel and Management.
- Ability to understand customer's needs and adapting them to new products or new applications to existing products.
- Strong analytical and interpretive skills.
- Must be eager to continuously upgrade skills and knowledge related to the job.
- Sound organizational, problem solving, prioritization, and execution skills.
- Excellent planning ability and time management skills while maintaining attention to detail.

Other Desired Qualifications/Skills/Knowledge:

- Membership in good standing in the Canadian Radiation Protection Association (CRPA), Health Physics Society (HPS), Canadian Nuclear Society (CNS), etc.
- CRPA(R), Certified Health Physicist (CHP) Project Management Professional (PMP) and/or P.Eng. designation.
- Knowledge of MS Teams / MS SharePoint / MS Visio / MS Project / MS Access.
- Knowledge of Adobe Creative Suite, TechSmith SnagIt, Author-it, LaTeX etc.
- Knowledge of Autodesk Computer Assisted Drafting (CAD) tools.
- Familiarity with ISO 9001 Quality Management.
- Familiarity with agency safety compliance requirements (UL, CSA, CE).
- Knowledge of French and/or German.

Mirion Technologies (Canberra CA) Ltd. is in compliant with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. We are an equal opportunity employer that is committed in providing accommodations for applicants with disabilities upon request at any stage of the recruitment process. Please advise the Human Resources Department of any accommodations you may need during the recruitment process.

