



HP Product Documentation Specialist Job Posting

Title: HP Product – Documentation/Technical Support Specialist
Reports to: Operations Manager
Start Date: asap
Education Level: Bachelor's degree in Nuclear Engineering or Health Physics or Radiation Science (or in a related science field)
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 Product Documentation/Technical Support Specialist is responsible for development and updates to new and existing the technical documentation of Health Physics Contamination & Clearance products developed and manufactured by Mirion Technology's Concord, ON facility. The position may be involved in gathering information and assessing the market or customer specific needs related to customization of documentation to ensure that the Company complies with standards or specifications due to diverse number of regulatory requirements in the industry, different markets and countries.

Core Duties/Responsibilities:

- Responsible for Technical Documentation for Health Physics Contamination & Clearance products developed and manufactured at the Concord, ON facility.
- Assist with the creation of User Manuals for new products.
- Review and update User Manuals for existing products to ensure compatibility with software and hardware revisions.
- 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.
- 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
- Create Service Bulletins as per requirements from engineering team to provide technical details to Field Service Engineers on issues with products and possible solutions.
- Work with Product Management (and Engineering team, and Sales/Marketing when required) to provide technical details for Sales Information Note documents that describe introduction of new products, changes to the existing products, rationalization of old/obsolete products.
- Work with Engineering team on creation of new updates of existing Factory Acceptance Test (FAT) Procedures.
- Work with Engineering team on creation of new 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.
- Follow cyber security requirements.
- 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 Management Team.
- Support internal departments as requested within the Engineering function.
- Adhere to quality management requirements.
- Perform other duties as assigned.



Skill/Knowledge & Other Requirements:

- Requires a Bachelor's degree in Nuclear Engineering or Health Physics or Radiation Science (or in a related science 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 be highly proficient in MS Office and tools, in particular Word and Excel.
- Have knowledge of applicable standards to the job (IEC, ISO, EPRI, ANSI, DIN, etc.).
- Be proficient with ERP systems.
- Must have 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 upgrading skills and knowledge related to the job.
- Sound organizational, problem solving, planning, prioritization, and execution skills.
- Excellent planning ability and time management skills.

Other Desired Skills/Knowledge:

- Knowledge of Autodesk CAD tools.
- Familiarity with ISO 9001 Quality Management
- Familiarity 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.

