

# Field Support Manager

**Organization:** Rockland Scientific International Inc.      **Sector:** Ocean Science & Technology

**Address:** 520 Dupplin Road, Victoria, B.C.,  
Canada, V8Z 1C1

**Position Title:** Field Support Manager      **Department:** Sales & Support

**Reports To:** Director, Sales & Support      **Location:** Victoria, BC

**Position Type:** Full-time Permanent

## Company Overview

Rockland Scientific Inc. is a growing, privately held company, with headquarters in Victoria, British Columbia, Canada. Our core purpose is to enable scientific progress by creating novel & technologically superior oceanographic measurement solutions that help scientists understand mixing & climate change. Our customers are researchers within the fields of oceanography and limnology, focusing on climate research, deep-sea research, and coastal zone dynamics. Rockland is the foremost manufacturer of turbulence measurement systems for oceans, rivers, lakes, and laboratories and we pride ourselves in being the experts in our field. Rockland solutions enable our customers to be successful in their data collection goals.

## Job Summary

Rockland Scientific is seeking an enthusiastic Field Support Manager to join our team. The Field Support Manager is responsible for Rockland's Brand Promise that customers get the data they need by: (a) ensuring Customer Service Requests (CSRs) are answered and resolved efficiently and quickly, (b) scheduling & performing field services and customer trainings; and (c) managing the Support Team.

## Position Qualifications & Requirements

- 4 years' experience in technical support
- 2 years' experience managing direct reports
- Experience with maintaining & troubleshooting instruments
- Sensor and/or vehicle deployment experience in oceanographic/limnological field conditions
- Team player who can also thrive in self-managed and independent environments
- Experience with Salesforce or any other CRM platforms
- Experience with Matlab or similar

## Duties and Responsibilities

- Manage Support Department systems, procedures, and meetings
- Supervise, mentor and provide development opportunities to the team (currently two support technicians)
- Develop best practices for coordinating company resources to resolve CSR cases
- Respond directly to customers accurately and efficiently
- Organize and deliver technical product trainings and field services
- International travel to offsite locations
- Report Key Performance Indicators (KPI) to the Director of Sales & Support via weekly teleconferencing

- Report quarterly/annual performance
- Daily communication with co-workers via MS Teams and other tools
- Daily CSR updates in Salesforce

#### Working conditions

- Multi-day travel required
- Occasional Heavy lifting
- Working independently

#### What we offer

- Full-time employment
- Competitive pay based on experience and technical skill level
- Opportunities to take part in job-related training and development
- Extended Health Benefits, Life, AD&D, Critical Illness, and Long-term disability
- Personal Health Spending Account
- RRSP matching contributions
- Join a diverse team making a difference in the scientific field to understand climate change.

#### Apply

If you are interested in applying, please send your resume and cover letter to the email: [hr@rocklandscientific.com](mailto:hr@rocklandscientific.com), with the subject line **Field Support Manager**.