

Support Application Specialist

Organization: Rockland Scientific International Inc.

Sector: Ocean Science & Technology

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

Position Title: Support Application Specialist

Department: Sales & Support

Reports To: Field & Support Team Manager

Location: Victoria, BC / Halifax, NS

Position Type: Full-time Permanent

Salary Range: \$60,000 - \$65,000 – Salary
range under review

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.

At Rockland Scientific, we welcome all ages, races, gender identities, sexual orientations, cultures, religions, and beliefs. Our commitment lies in appreciating the unique skills and perspectives that each person brings to our team. We are dedicated to fostering a secure, supportive, and inclusive environment where every employee can thrive.

Job Summary

Rockland Scientific is seeking a Support Application Specialist to join our Sales & Support team. This customer-facing technical role provides advanced application and technical support for Rockland products and customers. The Application Specialist supports instrument deployment, field operations, data collection, data processing, troubleshooting, customer training, and technical knowledge sharing. This role works closely with customers, internal teams, and scientific users to ensure successful application of Rockland technologies in both research and operational environments.

Responsibilities:

Undertake in-depth application and technical support cases with customers and partners.

Support customers with instrument use, deployment workflows, field setup, data collection, and data processing.

Help troubleshoot complex issues involving instruments, software, data, or field operations.

Support fieldwork, demos & workshops event, in particular where deeper technical or scientific knowledge is required.

Share technical learnings through documentation, training material, user resources, and internal knowledge transfer.

Support new products and integrations by identifying application-specific support and training needs.

Shared Customer Success Responsibilities across Support Team

Participate in rotating primary Support inbox and phone coverage.

Help maintain service level agreement that are currently at 1 business day support response target.

Support customer support request resolution.

Document support learnings and recurring issues.

Participate in trainings, workshops, and customer-facing activities.

Coordinate with internal teams as needed to support customer success outcomes.

Position Qualifications & Requirements

- 3-5 years' experience in customer technical support, technical field work, or similar.
- BSc, MSc, or PhD in a scientific or technical field, or equivalent experience working with oceanographic instrumentation in an ocean observing context.
- Experience with oceanographic data collection and data processing
- Demonstrated experience with effectively communicating data and field results obtained in the field.
- Ability to troubleshoot technical problems under time pressure.
- Comfortable supporting customers in field or operational environments.
- Able to complete technical projects, analyze results, and communicate findings clearly.
- Expert communicator and coordinator with internal and external stakeholders using a variety of communication channels.
- Curious and driven to understand technical details and customer needs.
- Direct familiarity with oceanographic instrumentation, ocean technology, and scientific applications.
- Able to prioritize and follow through on responsibilities with limited supervision.
- Willingness to support fieldwork and customer support activities, including internationally.

Duties and Responsibilities

- Provide advanced application and technical support for Rockland products and customer applications.
- Support customers with instrument use, deployment workflows, field setup, data collection, and data processing.
- Troubleshoot complex issues involving instrumentation, software, data, and field operations.
- Support fieldwork, demonstrations, workshops, and customer events requiring deeper technical or scientific expertise.
- Develop and maintain technical documentation, training materials, user resources, and internal knowledge-sharing tools.
- Assist with new product introductions by identifying application-specific support and training requirements.
- Participate in rotating support inbox and phone coverage.
- Help maintain support response-time targets.
- Document recurring customer issues and support solutions.
- Collaborate with internal teams to support positive customer outcomes.
- Participate in training sessions, workshops, and customer-facing activities.

Working conditions

- Primarily office-based role located in Victoria, British Columbia or Halifax, Nova Scotia, with hybrid-remote working arrangement possible for suitable candidate.
- Frequent interaction with customers and internal teams.
- Ability to travel worldwide for fieldwork, demonstrations, workshops, training, and customer support activities.
- May require travel (including abroad), in times for extended periods (1-2 weeks at a time) based on customer and project needs.

What we offer

- Full-time employment
- Competitive pay based on experience and 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 and highly motivated 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 using the subject line "Application Specialist – First Name Last Name" to: hr@rocklandscientific.com