

## Support & Onboarding Specialist

**Organization:** Rockland Scientific International Inc.

**Sector:** Ocean Science & Technology

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

**Position Title:** Support & Onboarding 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 & Onboarding Specialist to join our Sales & Support team. This customer-facing role focuses on onboarding, customer enablement, training resources, support documentation, and proactive customer success initiatives. The successful candidate will work closely with customers to ensure they successfully adopt Rockland's products, systems, and integrations while continuously improving the resources and processes that support customer success.

This position is ideal for someone who enjoys helping customers learn, creating effective knowledge-sharing content, and improving processes in a technical environment. The role combines customer communication, project coordination, documentation development, and support collaboration

### Position Qualifications & Requirements

- 3+ years' experience in customer-facing technical support
- Experience in customer onboarding, customer support, technical support, training, customer success, or a related role.
- Strong verbal and written communication skills with the ability to communicate effectively across multiple channels, including email, phone, MS-Teams, Salesforce, and other collaboration tools.

- Highly organized, process-driven, and able to manage multiple priorities simultaneously.
- Experience creating documentation, training materials, user guides, or knowledge-base content, for example in a marketing context
- Interest in developing customer-facing materials using a variety of media formats, including written, visual, and video content.
- Ability to work independently while contributing effectively within a team environment.
- Curiosity and willingness to learn technical concepts and product applications.
- Familiarity with oceanographic instrumentation, ocean technology, scientific research, or related technical fields is considered a strong asset.
- Comfortable working in a dynamic environment with changing priorities and customer needs.

## **Duties and Responsibilities**

### **Customer Onboarding & Enablement**

- Implement and continuously improve onboarding plans for new customers, instruments, and integrations.
- Guide new customers through onboarding activities to ensure a successful start with Rockland products and services.
- Conduct onboarding follow-ups to evaluate customer success and identify opportunities for improvement.
- Support proactive outreach initiatives that reinforce customer knowledge and encourage long-term success.

### **Documentation & Training**

- Help create, maintain, and improve onboarding materials, user guides, training resources, and support documentation.
- Analyze recurring customer questions and translate them into improved documentation, training content, and self-service resources.
- Collaborate with internal teams to ensure documentation remains accurate and aligned with product updates.

### **Customer Support Collaboration**

- Participate in rotating primary support inbox and phone coverage.
- Help maintain the team's one-business-day support response target.
- Support customer issue resolution alongside technical and customer success teams.
- Document recurring support issues, solutions, and lessons learned to improve organizational knowledge.
- Participate in customer training sessions, workshops, customer calls, and other customer-facing activities.
- Coordinate with internal teams to support positive customer outcomes and continuous improvement initiatives.

### Working conditions

- Office-based position located in Victoria, BC or Halifax, NS, with opportunities to collaborate across departments and with global customers, with hybrid-work arrangement option possible in consultation with Supervisor.
- Regular interaction with scientific researchers, technical users, and internal teams.
- Variable workload, including periods of routine activity, high customer demand, and urgent support requirements.
- Participation in customer meetings, training sessions, and support activities as required.

### 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 with “Customer Support & Onboarding Specialist – First Name Last Name” in the subject line to: [hr@rocklandscientific.com](mailto:hr@rocklandscientific.com)