

Technical 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

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 ocean 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 Technical Support & Onboarding Specialist to join our Sales & Support team. This technical customer-facing role is an integral component in Rockland's Brand Promise of ensuring customers get the data they need. The role is primarily responsible for handling Customer Service Requests (CSRs), providing technical support, and coordinating company resources to respond directly to customers accurately and efficiently.

In addition, this role encompasses customer technical onboarding and enablement, creating training resources, support documentation, and proactive customer success initiatives. The successful candidate will work closely with customers to ensure they successfully adopt Rockland's instruments, systems, and integrations while continuously improving the resources and processes that support customer success.

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

Position Qualifications & Requirements

- 3+ years of experience in customer-facing technical support.
- Experience in technical onboarding, training, and customer success.
- 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.
- Ability to develop customer-facing technical materials using a variety of media formats.
- Ability to work independently while contributing effectively within a team environment.
- Willingness and ability to travel domestically and internationally at times for company and customer support and training related activities.
- 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 Technical Support

- Respond to technical support inquiries through the support inbox and phone, ensuring timely and accurate assistance.
- Help the team meet its one-business-day response target for support requests.
- Collaborate with internal teams as necessary to troubleshoot, diagnose, and resolve customer issues.
- Document recurring issues, effective solutions, and key lessons learned to strengthen the team's knowledgebase and support materials.
- Deliver customer training sessions, workshops, and scheduled calls, and participate in other customer facing activities as needed.

Customer Onboarding & Enablement

- Implement, manage, and improve technical onboarding plans for instruments and integrations.
- Guide new customers through onboarding activities to ensure successful missions.
- Conduct onboarding follow-ups to evaluate and improve customer success.
- Support proactive outreach initiatives that reinforce customer knowledge and long-term success.

Documentation & Training

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

Working conditions

- Office-based position located in Halifax, NS or Victoria, BC. Hybrid-work may be an option.
- Regular interaction with other departments, as well as with scientific researchers and technical users from around the world.
- 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.
- Some infrequent domestic or international travel may be required.

What we offer

- Full-time employment
- Competitive pay based on experience and technical skill level: \$60,000 - \$65,000
- 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
- Great vacation and time-off benefits
- Join a diverse technical and scientific team, working with global researchers and partners to make a difference in the world

Apply

If you are interested in applying, please send your resume and cover letter to the email with “Technical Support & Onboarding Specialist – First Name Last Name” in the subject line to: hr@rocklandscientific.com