



# Electronics Field Applications Engineer

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## Company Description

4iiii Innovations Inc. is a Canadian sports technology company based in Cochrane, Alberta with partners situated around the world. 4iiii Innovations Inc. is a diverse team dedicated to improving personal performance through the development of superior training tools, including cycling power meters, heart rate monitors, and cycling trainers for the outdoor and indoor cycling and fitness markets. The company seeks to build not only the best and most accurate equipment but to do so at an affordable price so that every athlete can gain the benefits of better training. We're seeking an experienced and results-driven **permanent full-time Electronics Field Applications Engineer** to join our team in Cochrane, Alberta.

4iiii Innovations offers a competitive compensation package, in a fun, fast-paced and exciting industry.

## Role

The role of the Electronics Field Applications Engineer is to intimately understand everything about cycling power meters and to address technical challenges and issues, especially with professional cycling and triathlon athletes, distributors, and original equipment manufacturers (OEMs). Problem solving will be performed remotely as well as in-person (some global travel will be involved).

## Responsibilities and Duties

- Become the subject matter expert on 4iiii power meter products, such that any question can be answered and any problem can be solved. Must be confident in all aspects of the operation of the 4iiii power meter
- Determine accuracy level and if it is within an acceptable range
- Understand how power meters are built, specifications, performance data diagnostics, equipment testing and troubleshooting, and resolutions to performance problems
- Develop tests / tools to identify the issue and its source (hardware, software, etc), and validate a solution(s)
- Track the product's progress and check if there are any discrepancies
- Be the primary support contact for professional cycling teams, including, if necessary, being present at training and race events. This specifically includes working with team mechanics and athletes to ensure correct use, troubleshooting, testing units for accuracy in the team Service Course, and replacing and returning inaccurate units
- Be the primary support contact for original equipment manufacturers (OEMs)
- Follow up with stakeholders in a timely manner and provide clear and complete reports of problems and progress to stakeholders (Cycling Teams, OEMs and Senior Management)
- Keep updated about the latest developments related to the product and be deeply knowledgeable about competitors' products, including their strengths and weaknesses
- Identify potential improvements in products, services or user interaction and relay to the 4iiii engineering team
- Investigate RMAs and determine the problem(s)
- Assist the Customer Support team with solving technical problems with customers and distributors



**INNOVATIONS INC.**

## Qualifications and Skills

- Electrical Engineering degree or diploma, or equivalent
- Vishay course on strain gauging is a strong asset
- +2 years experience in diagnosing and resolving technical problems
- Familiar with consumer electronics technology, specifically power meter technologies, is a strong asset
- Solid understanding of cycling data and performance metrics
- Has aptitude to quickly acquire an in-depth technical knowledge of power meters, how they work, and determine why a problem exists and how to solve it
- Can anticipate potential outcomes based on current actions; Forward looking
- Python script experience is an asset
- Mechanical and electronic skills and a “I can fix it” mentality
- Able to prototype or hack power meters for testing and investigation
- Problem-solving abilities and analytical thinking
- Experience interfacing with internal team members and external customers as part of a solution based service process
- Ability to effectively communicate complex technical issues in an easy to understand manner
- Ability to deal with people tactfully, diplomatically and professionally at all times
- Sound conflict resolution skills; able to defuse situations
- High EQ
- Written & oral fluency in English is required. Oral fluency in Spanish, French, Italian and German is an asset
- Decision-making, problem resolution and creative thinking skills
- Attention to detail
- Demonstrable passion for health and fitness, particularly in cycling, is a strong asset
- Self-motivated and able to work in a fast-paced and constantly changing environment
- Able to thrive in a high pressure environment
- Works effectively alone, with customers, and as part of a remote team

## Additional Details

- This position reports to the Director of Engineering
- International and domestic travel for this position is required and expected with short notice
- 4iiii is based in Cochrane, Alberta, however currently all non-manufacturing staff are working from home
- Schedule may be variable due to international support
- Ability to lift 32kg

Please apply by emailing [hr@4iiii.com](mailto:hr@4iiii.com) with a cover letter and resume. We thank all applicants for their interest, however, only those selected for an interview will be contacted. For more information please visit [www.4iiii.com](http://www.4iiii.com).