



Technical Operations Lead

Company Overview

Gastronomous is a fast-paced, dynamic company focused on revolutionizing the quick-service restaurant (QSR) industry. Gastronomous realizes the “Kitchen of the Future” through advanced industrial automation techniques and cutting-edge technologies. This is just the beginning! Gastronomous is developing a network of interconnected, IoT-enabled, smart machines for some of the world’s largest QSR brands. We are focused on bringing two revolutionary products to market (lead customers secured) while continuing to develop new solutions. [Click here](#) to see our team in-action.

We are a no-nonsense team of passionate people with a bias for action. We know that our ability to execute on our ideas is what sets us apart. We do what we say we are going to do, externally and internally. We trust our people to act independently and make practical, real-world decisions.

If you are passionate about developing meaningful technology that creates meaningful solutions, then Gastronomous is the place for you! By joining our team, you will be immersed in a dynamic and thought-provoking environment that tests your capabilities and pushes you to new heights.

Primary Responsibilities:

As Technical Operations Lead, you will play a crucial role in enhancing our operational efficiency and technical output. You will be responsible for overseeing the implementation and management of our manufacturing processes, liaising with suppliers to ensure quality and timely delivery of components, and spearheading various operational efforts. Your role will encompass a wide range of responsibilities, including but not limited to:

1. Manufacturing Process Oversight:

- Develop, implement, and maintain strict manufacturing protocols to optimize production efficiency and product quality.
- Continuously analyze manufacturing processes for improvement opportunities and implement solutions to enhance productivity and reduce costs.
- Manage spare parts refurbishment.

2. Supplier Management:

- Maintain robust communication channels with suppliers to ensure the timely delivery of high-quality components.
- Evaluate and select suppliers based on their ability to meet quality, delivery, and cost objectives.
- Negotiate contracts and manage relationships with key suppliers to ensure they meet our technical and operational requirements.
- Manage shipping schedule intra-suppliers.

3. Technical Recruiting:

- Lead the technical recruiting efforts to attract and retain top engineering talent.
- Develop job descriptions, screen candidates, and coordinate interview processes to ensure we hire individuals who meet our technical and cultural criteria.



4. Process Improvement:

- Regularly review and refine technical operations to streamline workflows and improve efficiency.
- Implement new technologies and systems to support scalable growth and enhance operational capabilities.

5. Quality Assurance:

- Oversee quality control measures throughout the manufacturing process to ensure product reliability and compliance with industry standards.
- Collaborate with the engineering team to identify and rectify technical issues before they affect production.

6. Product Development:

- Maintain accurate records and documentation of manufacturing processes, supplier agreements, and quality control measures.
- Lead any certification efforts and required document upkeep.

7. Operational Management

- Work with SR&ED Consultant to put together required technical and financial information.
- Coordinate the onboarding and offboarding processes for new employees, including documentation, equipment setup, and orientation.
- Implement and manage service network.

Qualifications

- Bachelor's or Master's degree in Engineering, Operations Management, or a technically-inclined field of study.
- Proficiency in Mandarin is beneficial, but not required.
- Proven experience (3+ years) in a technical operations role, preferably in a manufacturing or robotics environment.
- Strong understanding of manufacturing processes, supplier management, and technical recruitment.
- Excellent leadership, communication, and organizational skills.
- Ability to work in a fast-paced, evolving environment and manage multiple priorities.
- Extremely strong organizational skills with exceptional attention to detail.

This role is fully in-person at our office in Oakville.

This is an intense, multi-disciplinary role with massive opportunity for growth. It is geared towards someone who is hands-on, able to multitask, and looking to make a big impact.

We look forward to reading every application and welcoming a new, bright mind to Gastronomous shortly!

If interested, please send your resume and any other relevant information to:

careers@gastronomous.ca

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