

Q&A: Craig Smith, 2016 Delta Team of the Year

Craig Smith, a Technician with [Kroon Electric Corporation](#), in Ottawa, Ontario, Canada, did not plan to become a technician, but entered the electrical industry after graduating from high school. He worked as an apprentice in his father's business for two years, before heading back to school to earn a diploma in electrical technology.

"I was lucky to get into a work-term position with Siemens Industrial Solutions, where I was introduced to the energy services side of the industry," Smith said. "My co-workers were experience techs in their 40's and 50's who showed me the ropes and got me started."

Eventually, Smith moved into the company's power transmission division, where he assembled and commissioned MV and HV breakers, switchgear and transformers, before coming to Kroon Electric Corporation.

His dedication to honing his craft and hard work, along with his teammate, Technician Chris Devecseri, helped Smith become half of the TEGG's Delta Team of the Year during the 2017 Continuing Education Conference in Atlanta, Ga.

Q: *What made you interested in becoming a technician?*

A: "I enjoy being able to travel from site to site, where I was able to work and learn from different techs daily. I enjoy the challenge of not just proving a piece of equipment works correctly, but also troubleshooting and proving when it didn't work as designed."

Q: *What do you credit for your success as a team with your partner?*

A: "Chris and I have different backgrounds in the electrical industry. We have the ability to look at a problem from two different points of view and develop a solution that is a good mix of the two.

"We are also not afraid to challenge each other's suggestions or ideas, which helps each of us learn and become better electricians and technicians."

Q: *What's the most rewarding part of your job?*

A: "I get the most reward out sharing my knowledge and experience with my coworkers.

"I have always enjoyed teaching and helping others improve as technicians. I have always found it makes me a better tech as well."



Craig Smith of Kroon Electric Corporation in Ottawa, Ontario, Canada, won the 2016 TEGG Delta Team of the Year Award with teammate Chris Devecseri.

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Q: *What steps do you think technicians could take to better themselves as part of a Delta Team for a TEGG franchise?*

A: “Be open to learning new skills that someone has to offer, and be open to sharing the knowledge you have. Use each other’s strengths to come up with the best solution you can for any given problem.”

Q: *What advice would you offer other technicians to also be successful in their companies?*

A: “Read the manual and be prepared. If you want to become a better technician, know your test equipment, and know the equipment you are going to test or install. Look up a manual and familiarize yourself with the operation, installation, or maintenance of each piece of equipment. Manufacturers hide a lot of useful information in the booklets that come with their equipment, and reading them will make your life easier.

“You will be better prepared, the customer will be happier having a knowledgeable tech, and your employer will be impressed with the outcome.”

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