



Field Service Technician, Winnipeg

The main function of the Field Service Technician will be to install, test, troubleshoot, repair and/or replace Point of Sale (POS) devices, Servers, PCs, Printers and Network Equipment at Customer locations.

Responsibilities:

- Install, test, troubleshoot, repair and/or replace Point of Sale (POS) devices, Servers, PCs, Printers and Network Equipment at the customer site with the use of technical manuals and/or technical onsite support.
- Efficiently troubleshoot various devices while respecting customer response times and while keeping costs in control
- Prioritize service calls and inform customers of expected time of arrival (ETA)
- Keep in contact with dispatch center to confirm, update and close service calls
- Communicate with the technical support team when required
- Replace all devices of the equipment and offer training to customers on their functioning
- Image PCs, install and upgrade software
- Perform preventative maintenance
- Complete work orders, expense reports, inventory sheets and timesheets properly and submit them on time

Requirements:

- Post secondary education in electronics or networking
- 1-2 years PC hardware experience
- Ability to test and troubleshoot basic electronic (analog and digital), POS and PC related systems
- Strong customer service and communication skills in English (written/spoken)
- The candidate must be able to occasionally lift weight in excess of 60lbs
- Possession of a valid driving license
- A+ certification (obtained within last 3 years) an asset
- Experience working with teams
- Experience working with LAN networks, an asset

Conditions:

- Shift work requiring the Field Service Technician to work on standby 7 days a week
- Considerable travel in and around the Winnipeg area