



Job Description

JOB TITLE: Field Service and Commissioning Technician

WORK LOCATION: Oakville

DIVISION/DEPARTMENT: Digital Service

OBJECTIVE

The primary purpose of this position is to provide Field Service in the Commissioning of new Digital LED signs and the On-Site Service and Preventative Maintenance of Digital LED signs.

ORGANIZATIONAL STRUCTURE

Reports to: Digital Service - Oakville
Supervises: N/A
External Contacts: Customers, Field Service Technicians and vendors
Work hours: Some evening or weekend work may be required.

Full-time

Part-time

Exempt

Nonexempt

PRINCIPAL RESPONSIBILITIES

- Commissioning of new LED Signs: On-Site locations across Ontario.
- Priority Break/Fix: On-Site locations across Ontario. On site parts replacement of LED modules, power supplies or controllers as required to repair sign.
- Remote NOC Level 1 Technical Support in Oakville ON office.
- Maintain customer satisfaction ratings based on criteria established by the company.
- Input service call information into Service ticketing system to log customer information and actions taken along with required next steps. Diligently enter required information into drop down menu fields to facilitate the gathering of service and product performance metrics.
- Utilize company provided diagnostic tools (MRI Portal) and Remote Desktop software to triage and diagnose customer reported issues.
- In doing the above activities, create a positive customer experience while meeting company standards pertaining to quality of work performed and in compliance with company policies, procedures, legislation, regulation and directions and identify non-compliance for resolution.
- Participate and comply with all health and safety processes and initiatives to ensure that Media Resources remains a safe workplace
- Other duties as assigned.

QUALIFICATIONS & SKILLS

- 5 + Years' Experience in Field Service and Maintenance of LED signage.
- Experience in working at heights and operation of a bucket truck and scissor lifts.
- Ability to work independently to suggest and implement solutions for issues encountered in the field.
- Solid understanding of networking (Hardline, Wireless and Cellular)
- Solid understanding of Electrical installation and service.
- Exceptional written and verbal communication skills with a real desire to help customers and create a positive customer experience.
- 5+ years' experience in a Tier I desktop support providing similar technical responsibilities. Technical college and A+ certification is considered an asset.
- Ability to work professionally with outside service providers
- Positive "enjoy life" attitude to work strong team player with excellent problem and conflict solving skills; resourceful and proactive.
- Commitment to product quality and delivery deadlines based on cost and time constraints
- Exemplary organization and time management skills; excellent multitasking ability

KEY DELIVERABLES

- Ensure all Service requests are completed to the customer's satisfaction in a timely manner.
- Ensure all Service calls are PROACTIVELY followed up and customers kept updated on service ticket status.
- Ensuring all pertinent information is entered into service tickets to facilitate the gathering of service performance and product metrics.
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WORKING CONDITIONS

Environment

- Field Service work is performed on site on sign structures or when providing Help Desk support or performing depot repair in an office environment.
- This job requires some exposure to harsh weather conditions during commissioning or servicing of outdoor LED signage.

Mental Effort

- Strong organization and adherence to specified time lines.
- This position requires multi-tasking to ensure the varied job requirements are met.
- Flow and characteristics of work require work pressure for frequent periods of short duration or occasional periods of sustained duration.

Ability to manage and de-escalate situations. Proven record of effectively managing conflict situations

Physical Requirements:

- Able to access and work on outdoor LED sign structures at heights up to 100 ft. in varying weather conditions.

Print Employee Name:

Employee signature:

Date:

Manager Signature Approval for Posting:

Randy Haines

Date: July 09 2021

Partner Signature Approval for Posting :

Date: