

Media Resources Inc.

Job Posting

Current as of May 2025

Title: **Field Service and Commissioning Technician**

Position Details:

- Full-Time, Permanent
- Hourly
- On-Site
- Monday to Friday
- Hours of Work: 7:00 a.m. to 3:30 p.m.

Location: Head Office, Cornwall Road, Oakville, Ontario

Summary:

The primary purpose of this position is to provide field service in the Commissioning of new Digital LED signs and the On-Site Service (break-fix) and Preventative Maintenance of Digital LED signs.

The primary responsibilities and duties include; but are not limited to:

- Commissioning of new LED Signs: On-Site locations across Canada.
- Priority Break/Fix: On-Site locations across Ontario. On site parts replacement of LED modules, power supplies or controllers as required to repair sign.
- 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.
- 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.
- 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.
- Work collaboratively with other team members and leadership
- Additional responsibilities and duties as assigned.

Requirements / Qualifications:

Academic Training:

- Completion of a two- to three-year college program in electronics or completion of a four-year apprenticeship program in electronic servicing and repair; or completion of high school or college courses in electronics and on-the-job training an asset.
- Trade certification for electronics technicians an asset.
- Working at Heights & Lift Operator Certifications is considered an asset.

Media Resources Inc.

Job Posting

Current as of May 2025

Work Experience:

- 5 + Years' Experience in Field Service and Maintenance.
- Experience in working at heights and operation of a bucket truck and scissor lifts.

Specific Competencies:

- G Driver's License
- Able to access and work on outdoor LED sign structures at heights up to 100 ft. in varying weather conditions.
- 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.
- Ability to work professionally with outside service providers.