

BUSCH VACUUM TECHNICS INC.

JOB DESCRIPTION

1. IDENTIFICATION

Job Title :	Service Technician – (Repair/Field Service)
Service/department :	Service
Location/Site :	All Divisions / Boisbriand-Mississauga-Delta
Immediate Supervisor :	Service Supervisors
Original posting :	October 2006
Latest revision :	April 2017

Note : In order to facilitate reading the masculine gender in job title as well as through the description is used without any discriminatory intent. While reading this document, the job holder shall utilise the appropriate gender.

2. PURPOSE

The Repair Technician assigned to repairs (internal) assesses the repair work to be done on the pumps received and, upon approval from the Service Supervisor, makes the required repairs. He may be asked to go do service calls/contracts when needed.

The Field Service Technician visits customers to carry out maintenance contracts and unplanned service calls. He also identifies equipment defects, investigates their causes and, makes the necessary on-site repairs whenever possible, or recommends that the piece or system be transferred to our workshops.

The Field Service (External) Technician remains on call to respond to emergencies at all times. The person in this position follows all procedures/instructions that are in place

3. KEY RESPONSIBILITIES

Tasks : Repair Technician		%
1.	Maintain a neat and clean work space at all times.	Always
2.	Assess the work to be done on equipment designated for repairs.	100%
3.	Identify which parts are required and how long repairs will take.	
4.	Prepare an assessment of the repairs to be done and submit it to the Service Supervisor.	
5.	Prepare the required work order, including in it all of the steps that should be followed.	
6.	After customer approval, execute required repairs and ensure that all steps are duly followed.	
7.	Describe work executed in designated sections of the work order, review and sign when completed.	
8.	Do tests on various pieces of equipment and record the results in the relevant work orders.	Always
9.	Respect and execution of all procedures and norms established (ISO 9001-2008)	
Tasks: Field Service (External)		%
1.	Plan and execute out maintenance contracts as sold to customer.	40%
2.	Answer emergency calls, traveling to customer locations to find solutions to the problems identified at any time of the day or week.	40%
3.	Identify needed parts and equipment required for emergency calls and service contracts.	
4.	Prepare rental pumps	5-10%
5.	Ensure telephone support with customers for all technical questions.	1-5%
6.	Ensure the mechanical and cleaning maintenance of any service vehicles used for transportation to customer locations.	1-5%
7.	Assist internal technicians when available	On demand
This job description may include the following additional responsibilities		
1.	Encourage and maintain a positive attitude	Always
2.	Carry a cell phone at all times in order to respond to emergency calls.	On demand
3.	Carry out any other tasks and take on any other responsibilities that may be assigned from time to time by the immediate supervisor.	On demand

4. PREREQUISITES

A.	3-5 years experience, ideally in pump repair
B.	Experience with rotating equipment
C.	Have worked with tight tolerances (1 thou)
D.	DEP en électrocanique (pour le Québec) / mettre titre équivalent pour l'ontario
	Red Seal Millwright certificate (preferred for Ontario)
E.	Experience in occasional external customer services repair (preferred)

5. SPECIFIC SKILLS

A.	Knowledge of the Microsoft Office software suite.
B.	Functional second language proficiency (Eastern Territory only)
C.	Bilingual fluency for External Technician position where required (Eastern Territory only)
D.	Analytical thinking, team work, sociability and a keen sense of responsibility
E.	Extensive availability (including outside of normal business hours)
F.	Strong mechanical aptitudes, experience in disassembly and assembly of mechanical equipment with fine internal tolerances (hundredths of millimeters).

Note: This job description is to be used only as a guide for accomplishing Company and Department objectives, and covers only the primary responsibilities and tasks of the job. It is in no way to be construed as an all-encompassing list of responsibilities, tasks or duties. Additional tasks or responsibilities may be assigned to the person employed for this position at any time.