



FIELD SERVICE TECHNICIAN



ENTRY DATE

asap

LOCATION

Canada - North York, Ontario

AREA

After Sales Service/Customer Service

ORGANIZATION

PIA Automation Canada Inc.

Adam Thompson

355 Norfinch Drive

North York, Ontario

job-ca@piagroup.ca

We look forward to receiving your application. Please apply online only:

www.piagroup.com/careers

RESPONSIBILITIES:

Field service technician to deliver the desired customer service experience. The goal is to drive service success that improves customer satisfaction, maximizes customer retention and increases profitability.

- Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
- Responsible for all aspects of set up and start up procedures, PLC programming as required, electrical panels, VFDs, calibration of sensors, mechanical devices.
- Install & commission PIA machines
- Provide training at all PIA locations
- Perform a detailed functionality test of the mechanical and electrical equipment.
- Works from schematics, diagrams, written and verbal descriptions, layouts.
- Prepares reports or analysis of product failure trends and service issues
- Trouble shoot, debug, and maintenance (mechanical and electrical)
- Coordinate outside contractors to perform warranty work as required
- Assist on Field when customer calls about service or warranty issues as required
- Identify and escalate ideas for improvement (cost/time reduction etc.)
- Establish and maintain good relationships with customers, vendors.
- Documents service and installation actions by completing forms, reports, logs, and records.
- Cooperate with technical team and share information across the organization
- Provide telephone support to the customer in order to perform troubleshooting

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REQUIREMENTS:

- Minimum 5 Years of proven field Experience
- Must be able to travel extensively in and out of country- current valid Passport
- Technical degree or certification is an asset
- Ability to work flexible shifts and to adapt to changing work schedules
- Experience in electrical motors, ventilation, pumps, electrical cages, sensors, pneumatics, hydraulics, robotics, vision systems, etc.
- Ability to troubleshoot, test, repair and service technical equipment
- PLC experience- Allen Bradley- Siemens- Omron
- English literacy
- Must have valid Driver's license

WHAT DO WE OFFER?

- Excellent in-house training programmes (PIA Academy)
- PIA Life, because we care about the well-being of our employees
- International working experience at PIA locations worldwide
- Medical insurance

PIA Automation welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process

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