



Posting Date: Wednesday, November. 23rd, 2022

Job Title: Service Technician

Department: Technical Specialists – Service, Support, and Sales

Reports To: VP, Sales and Marketing

Direct Reports: None

Location: Edmonton, AB, CA

About our Company: Boreal Laser develops, manufactures, and sells Laser Based - Open Path Gas Detection Products for industrial leak detection applications all around the world through a network of Tier-1 distributors.

Position Summary: The candidate will carry out various technical service tasks at our factory such as equipment upgrades, calibrations, or repairs. The candidate will also support field work at customer facilities such as commissioning, preventative maintenance, training, etc.

Education Requirements: Successful past candidates have had formal education in Instrumentation or Electronics as a Technician/Technologist/Engineer. We're open to looking at other technical backgrounds or experience relating to installation, commissioning, service, support or sales of either gas detection or other measurement instrumentation/analytical equipment used for industrial measurement, process, or control applications.

Desired Work Experience: Prior field experience is an asset.

Training/Development: The candidate will be placed through a Technical Development Program which has been put in place for new hires to help create an understanding of Boreal Laser's Culture, Technology, and Products through direct exposure to each of Boreal Laser's technical segments. The candidate will spend time in Production learning to build, configure, and calibrate our line of GasFinder Analyzers before being placed into the Service Technician role. The goal of the Technical Development Program is to develop employees that have sufficient technical training to not only perform their duties but also allows for advancement within the organization.

Career Advancement: If the candidate were to build sufficient technical knowledge of our products, gain understanding of customer applications, and has ability to manage customer expectations - then they could be moved up into a customer facing Technical Specialist role. This would be providing information, support, and expertise to our customers (distributors or end-users) either before or after the equipment has been sold.



The candidate, at times, may be asked to directly assist:

- Production with manufacturing and calibration of new builds.
- Product Development with modifications, calibrations, or product testing.
- Technical Support with covering email/phone inquiries.
- Technical Sales with site visits, exhibitions, or covering email/phone inquiries.

Requirements:

- Strong interpersonal and teamwork skills
- Ability to manage customer expectations/experience
- Proven troubleshooting capabilities
- Detail oriented
- Ability to lift 20 kg (45 lbs.)
- Expected Hours of Work: 8 hours/day, 5 days/week, with occasional overtime
- Ability to stand for long periods of time
- Experience with using standard hand and power tools
- Willing to travel domestically and internationally (estimated 2-4 weeks per year)
- Familiarity with Microsoft Office (Word, Excel, PowerPoint, etc.)
- Class 5 Drivers License
- Fulfills the requirements necessary to enter/work in an industrial facility
- Have the ability to obtain: WHMIS, CSTS, Fall Protection, and H2S Alive
- Perform all work in a safe manner according to procedures and protocols

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.