



SERVICE TECHNICIAN – Edmonton, AB

Summary:

Reporting to the Service & Rental Manager

The Hoskin Service Team supports a wide range of equipment covering the environmental, geotechnical and instrumentation markets. Based in our Edmonton office, your main duties will include working on a variety of equipment, effectively troubleshooting equipment independently, quoting/following up with customers and being a good representative of the company's service efforts.

Responsibilities:

- Work safely and in alignment with all health & safety regulations.
- Be knowledgeable on multiple Hoskin products. (Internal and factory training will be provided.)
- Seek new service opportunities, develop leads from our website, customer emails & phone inquiries.
- Communicate electronically and/or via phone with Hoskin's customers and manufacturers to help troubleshoot customer's devices.
- Quote repairs, lead times and terms to all customers and schedule timely follow up.
- Perform calibrations and repairs correctly and on budget, in a timely fashion.
- Be a reliable service resource for external and internal customers
- Work is generally based in our Edmonton location, some travel to customers or training will be required.
- Other duties as required by Hoskin management.
- Requirements and Skills:
- Manage and prioritize tasks in a fast-paced environment
- Work with our CRM program and related systems to capture customer information and service activity.
- Strong troubleshooting skills with an ability to work through service manuals and schematics.
- Knowledge of component level repairs and soldering skills is an asset.
- Post-secondary education in Electronics or related disciplines would be a definite advantage.
- 3 – 5 years of industry related experience is an asset.