



Hoskin Scientific Ltd.
Unit 100, 18142 105 Ave., Edmonton, AB, T5S 2T4
Phone: (780) 434-2645
www.hoskin.ca

Hoskin Scientific Limited, for over 70 years, has been a supplier of testing and monitoring instrumentation to the Canadian market. With offices in Vancouver, Edmonton, Oakville, and Montreal our customers can receive local sales and technical expertise for a wide variety of products, rentals and service. We focus on three major markets: Environmental Monitoring, Geotechnical & Materials Testing, and Test & Measurement Instrumentation.

Title – SERVICE TECHNICIAN

Reporting to: Service & Rental Manager

Summary:

The Service Technician is responsible for servicing products that Hoskin Scientific distributes. Based in our Edmonton office, your aim is to be a reliable service resource for external and internal customers. Providing top notch customer service and a positive attitude are essential. Maintain existing business and seek new business. Development of service opportunities and focus on productive labour utilization. Be a good representative of the company's service efforts.

Description of Job 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 inquires.
- 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.
- 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:

- Partner with key stakeholders, such as sales, finance, rentals and shipping for the growth and ongoing operations of Hoskin's Service business.
- 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 as an Electronics Engineering Technologist or related disciplines.
- Minimum of 3 years of industry related experience is an asset.
- Must present and communicate in a professional manner.
- Excellent verbal and written communication skills in English.
- Must be organized with good time management skills.
- Possess proven analytical/problem solving solutions for the customer and the company.
- Computer proficiency in Windows and Microsoft applications.
- Possess strong negotiation and closing skills.
- Must be self-motivated and able to work independently and in a team environment to meet or exceed goals.

We offer a competitive remuneration package and a full range of benefits. Salary is commensurate with education and experience. Interested candidates should send their resume in confidence to:

Hoskin Scientific Ltd.
Unit 100, 18142 105 Ave.,
Edmonton, AB, T5S 2T4
Re: Edmonton Service Tech position
Email: jvasileff@hoskin.ca