

Expertis Solutions

<https://expertissolutions.com/job/field-technician/>

Field Technician

Description

The Field Technician will provide field operations support to internal and external customers in accordance with the terms of the customer contract and Service Level Agreements (SLAs). You will ensure the correct functioning and maintenance of all internal and external customer IT equipment and services.

Responsibilities

ROLE AND RESPONSIBILITIES

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What we need your help with:

- Perform onsite interventions as a result of a Service Desk request as soon as possible, and within the terms of the customer contract and SLAs.
- When required, act as the customer SPOC and co-ordinate the scheduling of the onsite intervention with Customer's, internal resolver groups, and the Service Desk ensuring the highest level of customer services and communications are maintained to resolve the fault and incident within the prescribed SLA.
- Carry out local repairs of faulty equipment and services to the highest standards and co-ordinate the resolution with the appropriate resolver group.
- Ensure shortest possible repair cycle by initiating the timely return of faulty CLIENT and Customer equipment according to the customer maintenance contract and SLAs and monitoring closely the replacement of faulty items and spares.
- Manage the replacement of faulty equipment through the use of spares and ensuring the timely replenishment the spare according to prescribed availability and sparing policy.
- Carry out site surveys for new customer premises for preparation for new product and services installation under the guidance of senior team members.
- Adhere to installation guidelines and industry best practices to deliver quality Field Operations.
- Use the appropriate tools and equipment to perform the installation, intervention, and repairs in accordance with the Field Operations guidelines and instructions where provided.
- Reporting and escalating all observed problems to proper client operational escalation points.
- Carry out preventive maintenance of equipment in accordance with agreed schedules and to manufacturer specifications.
- Complete AVMA Daily Diary accurately and on time.
- Ensure that all the required Field Service data is provided and recorded in the correct fields in the Client Service Hub record for all assigned Incidents & Change Orders.
- Report on the monthly performance of the workshop and provide feedback to the Global Operations regional management teams.
- Perform tests on hardware and software components and be responsible for the co-ordination of local acceptance testing with Customers and 3rd parties.
- Manage local suppliers in the provision of services for the Client's Field Operations centre and report on services provided to management.

Qualifications

Hiring organization

Expertis Solutions Inc.

Employment Type

Full-time, Contractor

Beginning of employment

January 2024

Duration of employment

12 months

Industry

Air Transit

Job Location

1155 René-Lévesque West,
Montréal, Québec, Canada

Date posted

December 4, 2023

What we are looking for:

- Minimum Diploma/Certificate level qualification in Computer Science, Electronic Engineering or equivalent in country IT qualifications.
- 3 years of experience with onsite support activities and repairs of PCs, Printers, and LAN/WAN equipment
- Experience working at various customer locations.

Must-have:

- Previous IT field experience and dealing with external customers delivering to SLAs.

Nice-to-have:

- Experience working in Airports/Airline industry preferred.