

## **Facility Services Technician, Class 1 Inc.** Part of the Atlas Copco Group

Are you a mechanically inclined person who enjoys working with your hands? Class 1 Inc is seeking a qualified Medical Gas Service Technician for British Columbia. This is an ideal opportunity for a highly motivated and energetic individual to become part of our team.

### **Mission:**

Reporting to the Service Supervisor, this role will work with our existing team to manage the service and aftermarket business in the territory. This could include; preventative maintenance, emergency servicing, on-call telephone support, prospecting new business and creating quotations on various Medical Supply Systems and their control panels at Class 1 Inc.'s hospital, medical facilities, and other customer locations. This position places a strong focus on presenting a positive attitude to our customers and service team and must have knowledge and technical skills for troubleshooting (by phone or on sites) the repair of mechanical and electrical equipment. After training, this role must also be able to propose and carry out corrective action needed for repair within safety guidelines and on site protocols for equipment warranty support, maintenance and repair in medical environments.

### **Job description:**

1. Servicing of Medical Gas Supply Equipment & Systems
  - 1.1. Investigate cause of Medical Gas Supply systems and equipment malfunctions, during call out service visits.
  - 1.2. Support the ordering of the correct parts for follow up service.
  - 1.3. Repair and maintain Medical Gas Supply systems and equipment.
  - 1.4. Write up reports on service activity and recommend follow up activity that supports care of equipment that will exceed CSA standards in this area.
2. Perform Preventive Maintenance (PM) inspections and maintenance activity.
  - 2.1. Conduct PM visits in a timely manner making effort to stay within quoted range of servicing.
  - 2.2. Write up PM reports on service activity and recommend follow up activity that supports care of equipment that will exceed CSA standards in this area.
3. Equipment & Systems Support and Start Ups
  - 3.1. Conduct new system on-site start up activity and testing within rules and guidelines for this activity.
  - 3.2. Conduct onsite service training.
  - 3.3. Provide complete servicing start up system documentation.
  - 3.4. Support sale of prescribed spare parts and preventative maintenance contracts and services to facility contacts
4. On Call Service Support
  - 4.1. Be an active member of the on-call support team (taking approx. 1 week in every 6 in rotation for after hours 24/7 support)
  - 4.2. Respond to emergency calls to provide feedback on how on-site hospital maintenance technicians can keep Medical Gas Supply systems safely online until a service technician can arrive on site to make repairs.
  - 4.3. Make after hours site visits for emergency support when needed (taking turns with other technicians available for this type of support)

## 5. Service administration activity

- 5.1. Use Class 1's software systems for completed customer report (Including but not limited to: detailed root cause, repairs taken, future suggestions, pictures etc.)
- 5.2. Operate and maintain the vehicle in accordance with company policies and all applicable laws and regulations
- 5.3. Take control and care of all service equipment and tools to conduct all service work in the safest manner for self, co-workers, customers and the systems you are working on (always informing manager when new tools are needed well in advance of their final use)
- 5.4. Work with service supervisor to support schedule that allows 80% utilization of technician allocation to customers
- 5.5. Track expenses following acceptable per diem protocols and documentation that allows for quick reimbursement

## Our Expectations:

- For you to manage the complete customer experience Including (but not limited to): customer relations and communication, price quotations/estimates, completing the physical service intervention or PM call, following up with the office and customer to close any loose ends.
- The first rule of our business is to "Always supply the patient" which means that when there is a customer with an issue we need to jump on it and resolve it as quickly as possible. Our systems provide life sustaining gases (Breathing Air, O2 etc.) to hospital and clinics with critical patients on the other end.
- Travel will be required within the region. As well occasional travel within Canada (Primarily to our facility in Cambridge, Ontario) will be required for training or service coverage of another region.
- Our standard work day is 7:30-4:00 Monday – Friday. However due to the critical nature of our business, long days and overtime are commonplace. Flexibility to adjust your schedule (work hours and/or days) at a moment's notice is required.

## Requirements:

- A '**Customer first**' attitude with ability to maintain a professional appearance and demonstrate a positive attitude with customers, industry peers, and fellow employees
- Experience in mechanical, electrical servicing (HVAC certification, millwright, or other relevant ticket considered an asset)
- Minimum 2 year's experience in the knowledge, concepts, procedures, troubleshooting and repair techniques, for electrical and mechanical systems to diagnose equipment problems and/or failures
- Electrical control circuit knowledge considered an asset
- Experience with the , CAN / CSA Standard Z7396.1 – 17 (Medical Gas Pipeline Systems) is an asset
- Ability to read electrical blueprints, colour-coded controls schematics, and as built drawings
- Ability to demonstrate proficiency in the application of tools, test equipment and meters to effectively Demonstrate a sense of urgency and strong reasoning skills based on theory and equipment design specifications
- Intermediate working knowledge and knowhow using laptops and mobile devices with programs such as MS Teams, Excel, Outlook etc.
- Strong organizational, time management, problem solving, and interpersonal skills
- Must have valid driver's license and good driving record. Abstract will be required.

- May be required to have Vulnerable Sector Police Record Check

**What you can expect from us?**

- On the Job training in the delivery of high-quality customer service to all Class 1 Inc. customers
- Competitive wage
- Extended health care plan, dental care, life and disability insurance
- Company matching RRSP plan
- Physical wellness subsidy
- Paid time off (3 weeks' vacation to start, paid sick days, paid flex days)
- Emergency travel insurance
- Employee assistance program
- Continuous learning opportunities

**Working conditions and physical effort:**

- Ability to see with corrected eyesight of 20 / 20.
- Ability to safely lift and carry fifty (50) pounds on a regular basis throughout a shift
- Ability to travel within Province and occasionally to remote locations across Canada

**Location of the position:**

The position will remote by nature but centered around the XXXX, BC region. If you think you are the right person for this challenging position which opens to further potential career developments, please submit your application by email to.

**The deadline to submit your application is XXXXXXXXXXXX**

*It is understood that this position is opened to women and men.*