

Job Title: Facilities Service Technician - GTA



Our solutions are a key part of most industries - electronics, medical research, renewable energy, food production, infrastructure and many more. Working with us means working with the latest technologies and groundbreaking, sustainable innovations.

Join us on our journey for a better tomorrow.

Class 1 Inc. is Canada's leading professional service provider for **Medical Gas Equipment**. Our team of service professionals lead the healthcare industry in experience, technology, education, and customer care. Our vision is service excellence – every time!

We are currently looking for a dynamic, problem-solving, **Facilities Service Technician** to play an important role in helping our medical gas customers overcome technical issues onsite at healthcare facilities in Canada.

YOUR MISSION

Reporting to the Business Line Manager - Aftermarket, this role will be trained to perform Preventative Maintenance and Emergency Servicing on various Medical Gas 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.

YOUR MAIN RESPONSIBILITIES

- Servicing of Medical Gas Supply Equipment and Systems (including SIHI liquid ring systems) at customer sites across Ontario and occasionally across Canada
- Investigate, diagnose, order replacement parts, for emergency service calls
- Perform preventative maintenance (PM) inspections and activities within quoted range of servicing
- Recommend follow up activity that supports care of equipment that will exceed CSA standards in these areas
- Support the manufacturing department in the assembly and testing of new equipment when required
- Conduct new system, on-site start up activity and testing within guidelines
- Conduct on-site service training seminars for customer users and provide system start-up documentation
- Support the sale of prescribed spare parts and preventative maintenance contracts to facility contacts
- Support On-Call rotation for after hours support (approximately 1 week in every 4 weeks)
- Complete detailed service reports per job and facility in a timely manner
- Operate and maintain company vehicle in accordance with company car policy and all applicable laws and regulations
- Take control and care of all company service equipment and tools to conduct work in the safest manner to self, coworkers, customers, and equipment (inform manager when new tools are needed well in advance of final use)

- Work with Service Supervisor to support a schedule that achieves a minimum of 80% utilization of technician allocation to customer
- Hand in weekly time tracking to Service Coordinator according to prescribed methods and time requirements
- Track and submit expenses and personal mileage of company vehicle according to company expense and company car policy

WHAT DO WE EXPECT FROM YOU?

The successful candidate for this role will have a strong mechanical aptitude, a drive to see how things work, and a practice of taking things apart and putting them back together again. You will be a strong communicator with an understanding that you are the face of Class 1 Inc. in all your interactions with our customers. You will contribute to our overall success not only with your excellent customer service but an entrepreneurial spirit, promoting preventative maintenance agreements and spare parts. You will be able to work effectively independently but also as part of a team when required.

QUALIFICATIONS

- Minimum 2 - 5 years' experience in the knowledge, concepts, procedures, troubleshooting and repair techniques, for electrical and mechanical systems to diagnose equipment problems and/or failures
- Post-secondary degree, diploma, or ticket from an accredited post-secondary or technical/vocational institution (or equivalent experience)
- Must have a valid driver's license and good driver's abstract (abstract will be required)
- Must provide a clean Vulnerable Sector Criminal Record Check
- Ability to see with corrected eyesight of 20/20
- Ability to lift and carry fifty (50) pounds on a regular basis throughout shift

KNOWLEDGE

- Proficiency in the application of tools, test equipment and meters
- Electrical control circuit knowledge considered an asset
- Bilingual in English & French considered an asset
- Proficient in MS Office Suite
- Understanding of AODA requirements for customer service standards

SKILLS & ABILITIES

- Ability to read electrical and mechanical blueprints, colour coded controls schematics, and as-built drawings
- Demonstrate a sense of urgency and strong reasoning skills based on theory and equipment design specifications
- Strong organizational, time management, problem-solving, and interpersonal skills
- Inventory organization concepts considered an asset

TRAVEL

The Facilities Service Technician will travel locally to customers throughout the GTA and within Ontario and, on occasion, may need to travel to remote locations across Canada as required.

WHAT CAN YOU EXPECT OF US?

- On the Job training in the delivery of high-quality customer service to all Class 1 Inc. customers
- Competitive wage
- Company supplied vehicle and tools
- 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
- The position is based at our headquarters at 565 Boxwood Dr. Cambridge, Ontario, Canada N3E 1A5

EXCELLENCE

We believe in delivering the best products and services possible. We believe in pursuing excellence in our business practices. We believe in striving to be the best.

DOING THE RIGHT THING

We believe in acting in the best interest of our customers. We believe in making decisions in the best interests of long-term success and sustainability. We believe in giving back to our industry, our community, and our world. We believe in making things right. We believe in being professional. We believe in moving heaven and earth to meet our deadlines and our customer's expectations. We believe in working together to find solutions. We believe in treating people with respect. We believe it is our privilege and obligation to help others. We believe in making a difference.

EMPOWERING STRENGTHS

We believe in seeking out, recognizing, encouraging, and developing people's strengths.

OPEN COMMUNICATION

We believe in honest dialogue. We believe in sharing information to the benefit of others. We believe in sharing best practices to the benefit of our customers, employees, and partners.

INNOVATION

We believe in improving our industry by leading advances in technology, processes, and practices.

ENVIRONMENTAL STEWARDSHIP

We believe in researching and implementing technologies which are effective without damaging the environment. We believe in developing new products that help, rather than harm, our beautiful planet. Class 1 Inc. is proud to be a member and supporter of The Canadian Coalition for Green Healthcare

Diverse by nature and inclusive by choice

Bright ideas come from all of us. The more unique perspectives we embrace, the more innovative we are. Together we build a culture where difference is valued and we share a deep sense of purpose and belonging.