

Medical Systems Technician/ Technicien de systèmes médicaux

Class 1 Inc.

Part of the Atlas Copco Group

Our Medical Gas Solutions division in Canada, Class 1 Inc. is currently looking for a dynamic problem solver to play an important role in supporting our medical gas customers overcome technical issues onsite at healthcare facilities in Quebec, Canada.

YOUR MISSION

Reporting to the Business Line Manager-Aftermarket, 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. Create a price quote after the diagnosis including estimated repair hours and parts required
 - 1.3. Support the ordering of the correct parts for follow up service
 - 1.4. Repair and maintain Medical Gas Supply systems and equipment
 - 1.5. 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 on site service training seminars
 - 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 creation of accurate detailed quotations as well as documenting the actions and service completed for the 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. Hand in weekly time tracking to service coordinator every Monday following acceptable protocols for reporting activity
 - 5.6. Track expenses following acceptable per diem protocols and documentation that allows for quick reimbursement

OUR EXPECTATIONS

- For you to manage the complete customer experience after the initial installation of their medical gas system. 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 CAN YOU 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 & 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

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.

WHO ARE WE?

We design, manufacture, install, and service the equipment that delivers life-saving oxygen and other essential medical gases to patients at the most critical moments of their lives. Class 1 Inc.'s core business of medical gas equipment and services was built on the success of dozens of world-first innovations as well as leadership in developing national and international standards. Innovation, diversification, and a global focus are at the heart of the company's continued pursuit of leadership in markets that benefit healthcare and the environment. As a proud member of the Atlas Copco Canada Group of companies, we strive to be First in Mind, First in Choice for our customers and our team members are the key to our success! At Class 1 Inc., a division of Atlas Copco Canada, we believe in challenging the status quo, always looking for a better way. Our leading-edge technology enables us to innovate for a sustainable future. We believe that people make it happen and with us you are empowered to act. Your ideas can make a real difference and contribute to the quality of life for people everywhere. We offer a wide range of interesting job roles and many opportunities to grow. This is where it begins – Join us in Building Better Healthcare™.

LOCATION OF THE POSITION

The position will remote by nature but centered around the Quebec region.

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.

We are committed to equity, inclusivity, and integration in our recruitment and business practices. Accommodation is available to all applicants upon request throughout our recruitment process. Please contact Human Resources at hr@class1inc.com if you require accommodation. We will work with all applicants to accommodate their accessibility needs. If you think you are the right person for this challenging position which opens to further potential career developments, please submit your application via email to hr@class1inc.com

The deadline to submit your application is November 30, 2023