



Job Description

JOB TITLE: Technical Service Representative
DEPARTMENT: Technical
JOB REPORTS TO: President
DATE PREPARED: September 6, 2010

OVERVIEW

Provides technical service support to customers for Mine Radio Systems Inc.

MAJOR RESPONSIBILITIES

Technical Service Support

- Provides technical service to customers within an assigned region, and/or, as required other regions, integrating new products and providing alternative technical solutions to obsolete systems including voice, data and video, commissioning new systems and repairing existing equipment within feeder networks and conventional wireless systems
- Makes onsite visits to customers providing technical support or emails/telephones/faxes clients
- Integrates products to be commissioned
- Provides technical training to staff and customers
- Performs preventive maintenance on systems and equipment according to maintenance schedules
- Designs applications, provides sales and engineering support and creates and/or modifies AutoCAD drawings
- Creates internal and commissioning service reports
- Prepares expense reports and books hotels/flights/car rentals
- Documents incoming service requests
- Evaluates supplier products and services agents
- Maintains up-to-date knowledge on technical services and products within the industry
- Provides customer service to internal staff, clients and customers providing technical service support maintaining professional business relationships with mine planners, supervisors and electricians in order to deliver service
- Makes routine and non-routine technical service decisions within established practices and refers complex decisions to the President

Management

- None



Finance

- None

Other

- Complies with the company's vision, fundamentals, policies and procedures
- Performs other tasks as assigned by management

SKILLS

- Post-secondary education (i.e. Electronic Technician) and a minimum of three years related experience or equivalent combination of education and experience
- Membership in the Ontario Association of Certified Engineering Technicians and Technologist (OACETT) is an asset
- Knowledge of electronics within the communications industry
- Ability to obtain safety certification in order to perform the duties of the job
- Knowledge of RF tools, computer software, programming languages, CATV, IP networks, fibre optic networks, antenna and antenna propagation
- Knowledge of MS Office (Word, Excel, PowerPoint and Outlook)
- Good communication skills to deal effectively with employees within all departments, as well as with customers and suppliers to troubleshoot problems, provide technical support, train employees, estimate job lengths, provide technical advice, etc.
- Ability to operate a computer, related software and a telephone, communication analyzer, spectrum analyzer, oscilloscope, signal generator, multimeter, line level test set, optical power meter and generator, hand tools, drills, ladders, lifts, radio programming software, AutoCAD, MS projects, PLC Ladder logic, Wonderware and application engineering (drawings, parts list, bill of materials), as well as a fax, photocopier and printer
- Problem solving skills to break down multi-dimensional technical service issues in order to troubleshoot problems for customers
- Some versatile skills required to adapt to a variety of technical service issues in order to perform the duties of the job

EFFORT

- Concentration, attentiveness and creativity required daily using sight, hearing, smell and touch to operate a computer, troubleshoot complex problems, develop drawings/schematics, design products, prepare product documentation, source products, train employees, listen to customers, detect stench/methane gas in mines, etc.
- Lifts up to 32 kg of test equipment to and from sites/airports and walks/stands/bends to troubleshoot communication systems problems to perform the duties of the job



WORKING CONDITIONS

- Works in a pleasant office environment (40% of the time) and at mine site locations (60% of the time)
- Exposure to cold/hot environments, out-of-town travel and work schedule affecting lifestyle
- Exposure to hazards while working at mining locations such as toxic gases, CO₂, NO₂, (CO - 35 ppm maximum exposure), methane gas (could cause explosions), nickel cadmium dust (cancerous agents), heights (must wear body harness and tie down to anchor point if greater than 2 meters), dirt, dust, health hazards, humidity, moisture, poor air quality in mines, extreme heat/cold and confined spaces

Approved by:

Date:

This job profile outlines the general nature of the job and the level of Skill, Effort, Responsibility and Working Conditions required in order to perform this job at Mine Radio System Inc.