

POSITION TITLE: Industrial Field Service Technician
LOCATION: Waterloo, Ontario, Canada
DURATION: Full-time
SALARY: TBD
BENEFITS: Medical Insurance, Dental Insurance, Vision Insurance & Life Insurance

COMPANY BACKGROUND:

Septimatech delivers productivity improvements for packaging lines and machines worldwide. We manufacture innovative, precision engineered solutions that provide repeatable, accurate adjustment for intuitive setup, operations, and maintenance.

Septimatech Group Inc. is ISO 9001:2015 Registered and, for over a quarter century, has had experiences of working with more than 300 types of packaging machines in personal care, home and fabric care, beverage, pharmaceutical and chemical industries. We are experts in overcoming challenges that threaten up-time, throughput, product handling and overall line performance.

POSITION SUMMARY:

- As part of the service team, candidate must be a team player with a positive attitude.
- Service Technician is responsible for installation of custom packaging equipment at Customers facilities.
- Must be able to evaluate the scope of the project and ensure that customer needs and expectations are met while maximizing efficiency and monitoring cost.
- Troubleshoots, problem solves and modifies / fabricates Septimatech products as required to complete the installation or resolve problems in a timely and professional manner at the customer site.
- Completes ISO documentation / paperwork / reports with accuracy and attention to detail.
- Responsible for follow up with customer to ensure quality of service and customer satisfaction.
- Responsible for personal safety and meeting customer safety standards when working on the job site.
- Required to travel with minimal notice and responsible for making travel arrangements.
- Provides detailed and comprehensive feedback to Design, Sales and Manufacturing departments about the installation process and the installed products.
- Assists Engineering personnel with measuring machines for custom packaging solutions and manufactured components.
- Liaison with manufacturing and engineering departments to assist with project build and in-house testing as required.
- Must be able to setup and operate conventional machine shop equipment to fabricate / modify parts.
- Studies blueprints, Solidworks, drawings, sketches, manuals, specifications, or sample parts to determine dimensions, tolerances and sequence of operations for finished work piece.
- Diagnose errors or technical problems and determine proper solutions
- Ability to work flexible shifts and to adapt to changing work schedules

SKILLS:

- Ability to travel internationally for up to three weeks a month.
- Must be able to obtain a valid passport, travel without legal restrictions and with limited notice.
- Solid mechanical aptitude.
- A strong knowledge of Machine Shop practices and use of Conventional Machines such as Mills and Lathes.
- Self-motivated with strong interpersonal, customer service and analytical skills.
- Strong communication skills (verbal and written).
- Computer literate with basic knowledge of 2D and 3D CAD programs, Solidworks, Microsoft Word, Excel, Outlook and other software applications.
- Must be familiar with the use of handheld devices. Extremely organized and able to manage changing priorities in workload to meet customer's needs.
- Proficient problem solving skills providing root cause analysis for lessons learned.
- Extensive knowledge of mobile devices and apps.
- Ticketed as a Machinist or Millwright
- Ability to run all types of Mills & Lathes