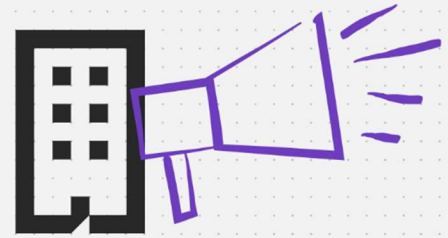


Job Posting Alert



Job Description

Job Title:	Assistant Technician
Department:	Technical
Location:	Direct
Status:	Permanent, Full-time
Reports to:	Service Manager
Revised:	May 2023

About the Company

When you join Kyocera Document Solutions Canada, you are joining an organization that is deeply rooted in the Philosophy of “doing what is right as a human being”. Through this Philosophy, our employees are passionate about providing best in class customer service through efficiency, accountability, and a sense of urgency all while putting knowledge to work to drive change.

The chance to do something meaningful, to challenge yourself, to be a part of change in an industry, to influence change, which does not come around every day. If you are a passionate individual driven by challenges and want to be an agent of change and a driver of growth, then Kyocera Document Solutions Canada is the right company for you.

About the Role

We are seeking a dynamic, professional, and self-motivated individual who has a passion to provide excellent customer service. As an Assistant Technician, you are the face of the company, and you represent the core value of Kyocera. Your responsibilities will include providing support to the service team in installing, repairing, and maintaining our products for customers along with thinking outside of the box to troubleshoot any problem faced by the customer.

Major Duties and Responsibilities

- + Visit customer site and provide installation service of Kyocera equipment's, Networking, and Kyocera software on different Operating Systems (Microsoft and MAC) with the support of Service Technician.
- + Assist in providing repair and maintenance service for products and software.
- + Proactively follow up with customers regarding current software or unit installations or any problems faced by the customer concerning the product, communicate any identified problems to senior technicians.

- + Interact with staff and customers while providing the highest level of service and ensuring a high level of customer satisfaction.
- + Maintain up-to-date knowledge of new technological trends and training requirements.
- + Provide administrative support to technical team including documentation, scheduling, and maintenance of equipment/tools.
- + Perform shop duties not limited to set-up of equipment.

Qualifications

Required:

- + A high school diploma or equivalent.
- + Computer literate and basic knowledge of networking.
- + Strong electro – mechanical skills.
- + Valid driver's license and vehicle with a clean driving record.
- + Ability to travel to and from customers site within allocated customer base.
- + Ability to read and follow technical schematics and service manuals.
- + Proficiency to troubleshoot electrical and mechanical failures.
- + Excellent communication skills
- + Able to work independently, under pressure at customer sites and accept directions on given assignments.
- + Physical requirements: ability to bend, lift 50 pounds.
- + Strong customer service skills.
- + Willing to learn mechanical and electrical support within the office product industry.

Preferred:

- + Computer skills including a working understanding of basic network connectivity, print drivers, hardware, and common service skills.
- + Industry related experience and/or training; or equivalent combination of education and experience.

Note

This is a general description of the duties and responsibilities most frequently required of this position. The company may from time-to-time request that the incumbent perform other related tasks and assume reasonable responsibilities that have not been specifically included in this description.