



# FIELD SERVICE TECHNICIAN

## JOB SUMMARY

Providing on-site service to clients primarily in the US, the Field Service Technician position is responsible for the installation, service & operations of LWR products and equipment, including scheduled and emergency field service. Additional responsibilities include troubleshooting, maintaining good customer relations, planning, scheduling and budgeting site work, and purchasing parts. The goal of the technician is to provide extraordinary customer service by implementing the best solutions in the most cost effective manner.

The incumbent is not required to live in Calgary, AB, but being in close proximity to an international airport would be an asset. Training will be done in Calgary and then only periodic visits to the office are necessary. Travel expenses are paid by LWR and benefits are included after 3-month probationary period.

## REQUIREMENTS

- 2 – 3 years mechanical/electrical field work experience
- Engineering technology diploma (Mechanical, Electrical, or Instrumentation preferred)
- PLC and HMI experience an asset
- Basic plumbing and electrical experience an asset
- Driver's License with clean record
- Valid passport for travel to USA and international locations
- Experience in the agriculture industry preferred
- Experience with waste and wastewater treatment systems an asset

## SKILLS & ABILITIES

- Must have a high degree of interpersonal skills
- Demonstrated ability to deliver excellent customer service
- Demonstrated ability to work with minimal supervision
- Highly organized and able to effectively manage time
- Ability to read electrical and mechanical drawings
- Strong analytical and problem solving skills
- Must have the ability to effectively communicate with customers, co-workers, and vendors

## RESPONSIBILITIES INCLUDE, BUT NOT LIMITED TO

- Travel to customer sites for installation and servicing of LWR systems
- Communicate daily with supervisor on progress
- Provide support to clients with system installation and product knowledge
- Train site operators on proper LWR system operation and maintenance
- Prepare reports, budgets and timesheets
- Available for on-call hours during weekends and evenings periodically
- Participate and contribute to the engineering meetings with ideas and feedback from the field
- Adhere to all prescribed safety procedures, including wearing assigned safety equipment

## WORKING CONDITIONS

- Must have the physical ability to bend, stoop, lift, kneel, squat
- Must be able to lift up to 50lbs
- Will be required to stand for long periods of time
- Will be working in rural locations on farm operations





- Travel requirements are greater than 75%

**TO APPLY**

- Email your resume and cover letter to [Human Resources](#).
- The subject line of the email should include the name of the position you are applying for
- Please use the following naming format on the files you submit:  
Resume\_First Name Last Name.pdf  
Cover Letter\_First Name Last Name.pdf

Initial communication for selected applicants will be done by email, so please ensure you monitor your junk mail. We appreciate your interest in our company, but only those selected will be contacted.

**Thank you for considering LWR!**

