



INNOVATION
A Division of *m*SOLUTIONS™

Senior Field Services Technician

Job Title: Senior Field Services Technician

Job Type: Permanent, Full-Time

Location: Sudbury

N1 Solutions Inc. is full-service business to business leader in Northern Ontario providing integrated business solutions in security, innovation (technology & information technology), environmental, and consulting services. We are proud to have many First Nation partnerships and successful business relations across the north. Our goal is to solve problems for our customers, remain highly responsive and provide the solutions our customers need to focus on their business operations.

We are currently looking for an independent and motivated individual to join our team as a **Senior Field Services Technician** in the Sudbury area.

As an Alarm Technician your key duties and responsibilities include:

- Installation of Cable and Conduit
- Install devices and program all alarm panels, CCTV, and access control surveillance
- After installation, instruct the customer on proper device use and maintenance measures
- Perform regular inspections to ensure that systems and equipment continue to work according to their specifications
- Test all basic alarm panel functions ensuring all offered features are functional
- Responds to maintenance calls, troubleshooting devices and using device manuals to repair non-functioning alarms and restore them to original functionality or replace them if necessary
- Educate customers on preventative care and regular maintenance to prevent system malfunctions
- Perform system and device upgrades on occasion
- Prepares service reports at each service location, completing all necessary paperwork with client, recording all work performed, materials used, and any problems encountered
- Write and deliver status reports on contract jobs and update work orders
- Protects organization's value by keeping information confidential
- Updates job knowledge by participating in educational opportunities
- Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures to ensure compliance with legal regulations
- Other related duties as assigned



INNOVATION
A Division of *msolutions*

Staff Supervision:

- Carry out supervisory responsibilities in accordance with company's policies
- Plan, assign and direct work of the Field Services Technicians
- Delegate authority and assign responsibilities based on client needs
- Review staffing levels to maintain full coverage
- Responsible for appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems
- Ensure that the company health and safety policies and procedures are followed by all staff under supervision
- Ensuring all training/orientations for staff are completed, up to date and documented.

Qualifications:

- Preferred minimum 2 years of experience in a related position or demonstrate experience/knowledge.
- Minimum two (2) years supervisory experience
- Must be a highly driven, results-oriented leader, and able to independently move projects forward and meet deadlines.
- Able to trouble shoot and diagnose technical issues with security systems, networks and low voltage electronics
- Proficiency in the use of test equipment such as multi-meters and digital analyzers
- Demonstrated experience in the maintenance and testing of equipment
- This requires them to read and understand product manuals and use necessary tools
- Knowledgeable about all surveillance codes and regulations,
- Valid Class "G" driver's license
- Possess or willing to obtain working at heights and lift training certification

At N1 Solutions you can expect:

- Competitive wages
- Employee benefits
- Employment growth opportunity
- Ongoing room for advancement
- Expert training
- A diverse and flexible combination of sites and schedules
- Being a part of a team and company that appreciates each other and your efforts



INNOVATION

A Division of **n1SOLUTIONS**

Our company and our employee's success go hand in hand. Are you ready to join our team?

Apply online or send in your resume to hire@n1solutions.ca. Please quote the job title in the subject line.

N1 Solutions Inc. is an inclusive employer. Accommodation is available in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005. Individuals requiring accommodation during the application and/or the interview process should contact Human Resources as soon as possible to make appropriate arrangements.

Only those who qualify for an interview will be contacted. An offer of employment will be conditional upon an acceptable vulnerable sector records check.