



**Job Title:** Service Technician

**Reports To:** Branch Manager

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**Comments:**

*The job description below is meant to describe the general nature and level of work being performed;*

*it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and Provincial Laws.*

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.*

*Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently.*

**Position Summary:** The Service Technician position requires a diverse skill-set and a willingness to constantly learn and grow. Daily duties include the diagnosing and repair of EPG (electrical power generation) systems, CHP systems, as well as all related components such as paralleling gear, relays, protective devices and controls. The Service Technician needs to be analytical, and possess the skills to diagnose possible malfunctions remotely. ST assists customers and other technicians in the field via phone, email, or text. ST provides sound advice and guidance or steps to quickly remedy or further diagnose issues. Travel to customer locations throughout North and South America is a requirement of the ST. Service Technician performs preventive maintenance, mechanical and electrical repairs on gas fueled engines as well as ancillary equipment. ST may be involved in engine overhauls, electrical and mechanical testing, as well as calibrating various equipment. The ST is frequently required to work with electrical schematics and wiring diagrams. ST must be able to collaborate very closely with colleagues in the factory, system engineers, trouble shooting specialists, and various administrative personnel to insure improvement of the product, timely invoicing, and resolution of problems. The employee is offered development training at OEM schools to provide the best possible support of each 2G system sold.

### **Essential Job Functions:**

- Provide technical support to troubleshoot and resolve equipment mechanical and electrical problems; including but not limited to generator set and balance of plant equipment.
- Involvement in engine overhauls, electrical & mechanical testing and calibration.
- Regularly travel to jobsite locations to perform preventive maintenance, corrective maintenance, unscheduled service, and troubleshooting, mechanical & electrical repairs on natural gas and biogas engines, generator sets, and CHP power generation equipment.
- Maintain, analyze, assess, diagnose, troubleshoot and repair various OEM scope as installed at customer sites.
- Professionally communicate with customers and maintain a confidential customer relation ensuring maximum client satisfaction.
- Assist customers with telephone support to address technical issues.
- Assist the Service Manager establish parts and labour estimates required for equipment and system repairs.
- Comply with all company Health & Safety Policies, including site safety surveys.
- Maintain, establish and identify Service vehicle tooling/parts/etc. requirements.
- Work closely with the 2G team and the various OEM's to optimize the performance of power generation systems across our territory.
- Field customer's phone calls as defined by the 2G leadership team.
- Field Service Calls when on call.
- Complete detailed Field Service Report's before leaving a customer site and submit expenses weekly to the Service Manager or his alternate.
- Maintain a valid driver's license and clean driving record and report all driving infractions immediately.
- Hold and maintain a valid St Johns Standard First Aid with CPR level A or C Certificate or equivalent.
- Demonstrate compliance with 2G policies and procedures including participation in on-going job related training.
- All other duties as required.

- **Interpersonal – Ability to:**
  - Effectively communicate with others, including; customers, co-workers, managers suppliers, trades people.
  - Multi-task effectively while remaining detail oriented.
  - Demonstrate strong organizational skills.
  - Ability to work independently as well as equally with a team
  - Be proactive, with good problem solving skills, judgment and innovation.
  - Work a flexible schedule and travel.
  - Prioritize and schedule all work to meet deadlines and establish a sense of urgency when required.
- **Language**
  - Excellent verbal and written communication skills in English
  - Ability to read and interpret documents as well as the ability to write routine reports and correspondence.
  - Ability to communicate effectively with tenants and employees of the organization.
- **Mathematical**
  - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
  - Ability to compute rate, ratio, and percent, and to draw and interpret graphs.
- **Computer**
  - Intermediate to excellent PC skills (Word, Excel, email/web); experience with project management system and CAD an asset.
  - Familiar with and able to use smart phone technology effectively.
- **Health & Safety**
  - Ability to understand, communicate and ensure compliance with 2G's Health & Safety practices and procedures as well as applicable legislation.
  - Knowledgeable in WHMIS, First Aid, Fire code and other applicable Health & Safety legislation.

***Education and Experience:***

- The candidate must have a strong reciprocating engine and electrical background with the ability to display a high level of skill and understanding regarding internal combustion engines, generator sets, ideally natural gas engines, but will consider applicants that have experience with diesel standby or other EPG engine technologies (e.g. compression engines).
- Will also consider technicians that have a more holistic background and excellent experience and track record in the area of complex technologies like aircraft engines and turbines.
- Be able to complete technical start-up of gas engines and CHP power systems.
- Independently diagnose and repair power systems.
- Basic working knowledge of advanced controls, safety shut-downs, circuit breakers and control panel wiring.
- Must possess or be able to attain a passport
- Experience and knowledge of IP Networking including troubleshooting.
- Minimum two (2) to three (3) years post-secondary education OR five (5) years equivalent workplace experience.
- Three (3) to five (5) years' experience in related industry.
- A valid driver's license required.
- Post-Secondary Education / Engineering Degree and Professional Engineering Credentials
- High School Diploma required.
- A general understanding of certification process for tradespersons.

***Physical Requirements:***

- Attention to detail, heavy visual concentration, and manual dexterity are required 80% of the time when performing inspections and working around operating equipment, as well as when using a computer.
- Must possess mobility to work in a construction setting as well as an office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various 2G and

meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone.

- The employee is frequently required to walk and climb stairs or ladders repeatedly; use hands to finger, handle, or feel objects and reach with hands and arms.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.
- Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.
- Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

**Work Environment:**

- May be exposed to excessive heat, cold, noise, dust, dirt, water treatment chemicals, gases, confined spaces, hazards from mechanical and electrical operating equipment, and extreme weather conditions.
- Ability to work a flexible schedule with long days.
- Extensive travel may be required.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing 2G policies and procedures.

**Supervisory Responsibilities:**

This position may have supervisory responsibilities. Supervision of internal/external trades' people, casual labour, and maintenance crews.