

Job Description: Field Service Representative

Reference number: 2017-07

The technical specialist reports to the service manager. You will be responsible for the technical services, maintenance, repairs and trainings regarding Claisse® products that are given to partners and clients. You will support the distribution network and the partners by solving technical problems related to Claisse products. You will need to gather information about your realisations in the CRM/ERP SAP in order to maintain traceability and consistency in your various technical interventions.

Main Tasks and Responsibilities:

- Perform maintenance and repairs on the fusion instruments used by Claisse;
- Perform maintenance and repairs on the clients' fusion instruments at our headquarters and at our clients' offices;
- Gather information in SAP with the tool "Service Call" regarding all technical interventions;
- Perform remote support to help customers, distributors and partners with maintenance and repairs on their products;
- Create documentation to facilitate the support related to the products;
- Add documentation, work instructions or other resources in the knowledge base to facilitate problem solving;
- Give technical trainings to clients, agents and partners;
- Carry out other related tasks.

Technical Skills:

- Good electronic skills (digital and analog circuits);
- Good mechanical skills;
- Good teaching skills;

Personal Attributes:

- Attach a great deal of importance to results and quality;
- Customer and action-oriented;
- Excellent ability to solve problems;
- Can adapt easily to new and changing situations;
- Politeness and diplomacy;
- Good organizational and planning skills;
- Great sense of initiative and ability to work with people at different hierarchical levels;
- Highly motivated and enthusiastic;
- Experience working in a team-oriented environment;
- Sense of responsibilities, independant, versatile and reliable.

Claisse is a PANalytical company

350, rue Franquet, bureau 45, Québec (Québec), G1P 4P3 CANADA
Tél. : 418. 656. 6453 Fax : 418. 656. 1169 claisse.com



Requirements:

- College diploma in industrial electronics or in any related field;
- A minimum of three (3) years of experience in technical support or customer service;
- Fluency in English and French (professional level);
- Travelling: Please note that this position involves travelling in the Province of Quebec, in Canada and abroad (approximately 40% of the time). A valid passport and driver's license are therefore required.

The masculine form used in this text includes both men and women.