**Field Services Specialist**

**Role:**

We are looking to add a new addition to our team. The position will be home-based and responsible for the Montreal and surrounding area.

The position will be responsible for providing equipment, calibration, hardware, software and service support to our customers. You will provide phone support, repair support and be the product expert within the Quebec region. Support for the maintenance and diagnostic equipment will be done both in-house and on-site throughout the Quebec and maritime marketplace.

Some of your responsibilities include planning and coordinating technical activities such as product bench repair, telephone technical support to customers, troubleshooting, testing and repairing various products. You will perform equipment calibration and maintain required documentation in our systems.

**Education and Related Experience:**

* A post secondary degree in a service product field is required (Computer Repair, Electronics technology, medical diagnostic equipment, mechanical repair, or equivalent)
* Able to travel domestically (60% day travel, 20% overnight travel)
* 2+ years’ experience working in a technical service environment
* 2+ years’ experience working with the selling of products/repairs, warranties, annual services
* Experience in installing, calibrating, repairing and maintaining electronic equipment
* Ability to inspect and test electronic equipment and assemblies
* Outstanding attention to detail and strong organizational skills
* Ambition to learn will help you stay current with technical changes on products and internal processes
* Technically minded and have a high degree of adaptability and flexibility
* Proficient with Microsoft Office products (word, excel, PowerPoint)
* Project a positive and confident attitude focused on meeting and exceeding customer expectations
* Excellent verbal and written communication skills and interpersonal skills to interact with customers
* Bilingual (French/English) both verbal and written.

**Why should you work with us?**

We value each employee within the organization and develop programs to enhance your experience as a team member.

* Worldwide and Canadian leader
* Competitive salary with annual reviews
* Excellent medical benefits; including dental, vision and health, Employee Assistance Program
* Fitness/Exercise spending account
* Group RRSP contributions
* 3 weeks starting vacation, 4 weeks after 2 years

 Please send your resume to dpas@dgs.com.

*Accommodation is available upon request for applicants with disabilities in the recruitment and assessment process and when hired.*