

Technical Service Specialist

Posted By: SIR Solutions

Location: Markham

Salary: \$26.05 Per Hour

JOB ID : RJ4127590

Posting Date : 21-Jun-2024

Expiry date : 18-Dec-2024

Education : College degree in computer science or any other relevant study

Language : English

Vacancies : 1

Years of Experience : 1 year

Job Type : Full Time

Job Description

Technical Service Specialist
SIR solutions

An expert in their field, the technical service specialist takes care of the installation, configuration, repair and replacement of equipment from our office or, occasionally, by visiting our clients (50% of the time).

Overview of your daily work:

- Install, repair, replace system and/or peripherals both at our client's premises and internally (Clone Pc, Toshiba Pc, touch screens, POS peripherals, Self-checkouts, ESL's).
- Communicate with clients to target their expectations and help them solve the technical problems encountered.
- Ensure quality work according to internal standards and customer satisfaction.
- Provide technical expertise during problematic events.
- Travel throughout the greater Toronto area to our client's premises.
- Ship and track parts sent to clients.
- Ensure delivery deadlines are met and warn of delays.
- Document the work done and use integrated management software.

What we offer you:

- Insurance: because sometimes vitamin C does not solve everything.
- RRSP contribution: while waiting to win the lottery.
- SIR activities: hidden bowling skills, secret love for softball or simply want to relax with your colleagues, the social committee takes care of everything.
- Vacation and leave: two (2) weeks of paid vacation based on experience and three (3) flexible days to use as needed.
- Flexibility: hybrid work schedule.
- Evolution: continuous training, support, progression, and a career plan.
- Reimbursement of travel expenses per km (according to our reimbursement policy).

What we'd like you to have:

- College degree in computer science or any other relevant study
- Hold a valid driver's license and a personal vehicle.
- Expert with minimum two years of experience in the point of sales business.
- Knowledge of Salesforce is an asset.
- Knowledge of SMS by LOC software is an asset.
- Knowledge of Microsoft NAV is an asset.
- Good knowledge of SQL is an asset.

Qualities and skills:

- English required both orally and in writing.
- Mechanically inclined, Self-Checkout leveling, scale calibration, hardware installation and modification.
- Have good knowledge of technical support to make a good diagnosis.
- Demonstrate good ability to manage priorities and time.
- Good equipment repair and replacement skills.

About SIR Solutions

SIR Solutions is a Canadian company, which for more than 25 years has put its expertise and know-how at the service of retailers of all kinds and sizes. Mainly those working in the pharmacy, fuel, food, and retail sectors.

Our integrated solution is adapted to the needs of our clients as well as to their products, clients, and activities.

SIR Solutions provides continuous support to ensure efficient and strategic operations as well as business growth and results that will exceed their expectations.

As a national retail industry leader, SIR Solutions consider the success of its partners and clients to be a priority.

Our offices in Montreal and Toronto, as well as our wide distribution and service network, allow us to efficiently cover the vast Canadian territory. Partnering with SIR Solutions means counting on a solid, reliable, and long-term relationship.

How to Apply:

Interested candidates are invited to submit their resume and cover letter to recruitment.sirsolutions@gmail.com with the subject line "**Technical Service Specialist – Full time - SIR solutions**". Please include details of your relevant experience and why you are interested in joining our team. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: recruitment.sirsolutions@gmail.com

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