



Field Support Specialist Job Posting

Title:	Field Support Specialist
Reports to:	Field Support Manager, North America
Start Date:	asap
Education Level:	College/Post-Secondary Degree in Electronics, Nuclear Engineering
Location:	West 50B Caldari Road, Concord, ON, L4K4N8
Send Resume to:	Human Resource Manager: cyip@mirion.com
Working Hours:	Full-Time (40 hours per week)
Status:	Permanent

Job Summary:

The Field Support Specialist provides service, preventative maintenance, repair and training requirements to customers. The Field Support Specialist is responsible for on-site training on radiation monitoring equipment to users in Canada and to provide front line support via email or phone. This individual will utilize his or her product and technical knowledge to perform on-site troubleshooting, repair, preventive maintenance, and installation, as required. Direct customer support in the field is the primary responsibility of this role, however, as availability in schedule permits, an individual in this role will support functions of the business within the Concord factory, including but not limited to: repairs, technical support, and training.

Core Duties/Responsibilities:

- Perform hands-on equipment troubleshooting and repair in the field and in the Concord factory, as applicable.
- Provide customer support in the installation, modification, training, consulting, and repair of complex computer based nuclear research instrumentation.
- Provide engineering and consulting support for nuclear power plants, laboratories, educational and homeland security customers.
- Training the end user on the basics of operation and routine maintenance.
- Provide customer with information on the theory of operation, design, and disassembly, as well as handling common and complex diagnoses and troubleshoots of the various products.
- Conduct training presentations, product demonstrations, and hands-on instruction.
- Maintain good customer relations and customer satisfaction by serving as the company liaison on administrative and technical matters for assigned projects.
- Complete and maintain detailed records of all technical problems using the company's database.
- Support the product improvement lifecycle with objective evidence of product performance in the field.
- Responsible for regional business development efforts in coordination with other team members to secure new support contracts and other growth opportunities.
- Create, maintain and update technical literature on the platform.
- Support internal departments as requested within the service function.
- Perform other duties as assigned.
- Work as an Internal Service Tech for the site products
- Handle direct customer questions which fall under the normal scope of the Service Tech role
- Handle Internal service questions via telephone & e-mails
 - From Customer Care Team
 - From Reps
 - From other Service Techs



- From other Business Units
- Participate in technical requirement reviews for site orders
- Work with Project Management & Engineering with regards to technical issues
- Take on inquiries that go to Manufacturing Engineering & Engineering departments – service requirements/questions
- Responsible for the field installation instructions such as Upgrades to RTM860 and other monitors
- Write service bulletins with guidance from Engineering or Production
- Perform other duties as assigned.

Skill/Knowledge & Other Requirements:

- Minimum 1 to 3 years of experience servicing in a highly technical environment or related industry.
- College/Post-Secondary Degree in Electronics, Nuclear Engineering or equivalent.
- Must have technical acumen preferably in Electronics, Mechanical or Science/Physics background.
- Ability to conduct presentations.
- Exceptional oral and written communication skills to communicate effectively with all levels within the organization and with external stakeholders.
- Good listening skills.
- Strong interpersonal, organizational skills along with strong analytical and problem-solving abilities.
- Strong computer skills in a Windows environment and Microsoft Office.
- Ability to read and understand technical drawings
- Well-disciplined, self-starter with an enthusiastic and entrepreneurial spirit.
- Logical and analytical in approaching solutions to complex problems.
- Exceptional time management skill.
- Able to build and maintain relationships with corporate departments and customers.
- Able to work efficiently as a part of a team as well as independently.

Other Skills/Knowledge:

- SAP
- Thorough knowledge and proficiency of Mirion Technologies products and software.
- Knowledge and experience in Nuclear Physics and Radiation Principles.
- 1 to 3 years of experience in a technical/customer service position involving complex system troubleshooting and resolution at modular and/or component level.
- Basic knowledge of Autodesk tools
- Electronic and mechanical components background is an asset.
- Must have a valid driver's license.

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