



Field Service Technician

Norscan Instruments is a Winnipeg-based, ISO 9001:2015 Registered manufacturing company that offers fiber optic cable management solutions and services to organizations across North America. With a dynamic team of 13 employees, we strive to be leaders in our field. We are committed to workplace diversity and offer a flexible work environment with competitive compensation and benefits programs.

Reporting directly to the President & CEO, the Field Service Technician delivers exceptional customer service through their utilization of a client-service approach combined with Norscan's proprietary CMS (cable management system). Focusing primarily on providing outside plant support to Norscan clients, this role is the subject matter expert for all fiber optic cable installation and repair work including troubleshooting fiber optic cable issues, developing corrective action plans, and providing project management when required. He/she will also manage the returned goods process and provide product repair support as required.

Duties and responsibilities of this role include:

Managed Network Services

- Oversee the daily operation of buried fiber optic cable networks
- Maintain strong client relationships; detect, diagnose, and propose corrections to issues affecting client services
- Determine appropriate solutions to resolve physical network issues in outside plant
- Manage locate activities for call before you dig
- Investigate alarms from cable management systems; diagnose root causes and propose solutions
- Coordinate repairs with cable owners, collecting quotes and providing estimates
- Perform minor repairs to the outside plant
- Prepare and deliver monthly status and activity reports
- Complete physical hand hole audits bi-annually
- Ensure vehicle, equipment, and tools are maintained in excellent condition
- Manage on call 24/7 support for cable locates and emergencies

Client Support

- Primary after sales support contact
- Manage the intake of products for repair
- Share expertise and service support to internal and external clients for training and product development purposes
- Provide training through webinars, phone, or onsite
- Collaborate with Norscan team members to determine charges for services requested and provide quotes
- Assist with diagnosis and repair of Norscan equipment; provide back up support for Senior Electronic Technologist



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The ideal candidate will possess the following qualifications and experience/attributes:

- A degree/diploma in Electrical/Electronics/Computer related courses, preferably an Electronic Engineering Technology diploma from Red River College or from another accredited college
- Five (5) years' experience with fiber optic cable network management, specifically outside plant, including installation, maintenance, and repair of fiber optic or copper networks
- At least one (1) year of customer service experience
- Strong preference for hands-on capability with locating buried utilities
- Preference for experience with isolating ground faults
- Ability to troubleshoot electronics and perform repairs
- Experience with electronic test equipment: oscilloscopes, DVM's, power supplies, and calibration equipment
- Computer literate, including proficiency with Microsoft Office applications and comfort with learning new applications
- Able and willing to travel within North America (approximately 3 – 4 trips per year: each trip 2-5 days in duration)
- Ability to perform work safely in all types of environmental conditions – indoor and outdoor
- Ability to work and drive in all types of weather and road conditions; possess a valid class 5 driver's license and a clean driver's abstract
- Handle a physically demanding workload which includes heavy lifting (up to 100 pounds), climbing ladders/poles, and working in all weather conditions
- Ability to work various shifts including evenings, weekends, and statutory holidays

Interested candidates can email a cover letter and resume to Careers@norscan.com

Visit us at www.norscan.com