

Field Service Support Technician

Description

Be part of something incredible. Metals are necessary for our world, but mining historically faced issues with waste, sustainability, and inefficiencies. MineSense is changing that. Our solutions reduce mining waste and environmental impacts while increasing profits and efficiencies. Backed by the best in venture capital and government funds, and recognized by tech industry and sustainability programs, MineSense is doing what many said could not be done: improving mining for people and planet. We are looking to add a Field Service Support Technician to our Field Services team in Vancouver, BC. Reporting to the Manager, Field Support, this role is responsible for assisting our 24/7 remote support team. An ideal candidate will have a passion for technology in mining/ore sorting and a strong desire to participate in the client adoption of MineSense's innovative systems. This role operates on a rotating schedule: 7 days on, 7 days off, alternating day and night shifts starting 8:00AM and 8:00PM, respectively.

Responsibilities: Monitor automatic alerts and the status of our remote field systems while working from our Vancouver office. Verify data to determine the condition of field systems during real time operation. Prioritize customer satisfaction and system availability by maintaining professional communication and prompt response time. Troubleshoot, resolve, and report client/internal issues as required. Maintain attentive record keeping for all information regarding field systems. Assist with procedure development to further enhance field system monitoring and troubleshooting capabilities. Additional duties as occasionally required by your manager.

Qualifications: Experience in technical customer support. Experience working on a mine site is an asset for this position. Proficient verbal and written communication skills. Customer-focused attitude and approach. Self-starter, ability to work independently and in teams. Ability to work alone. Experience working in Microsoft 365. Health & Safety conscious individual. Legally able to work in Canada. High attention to detail and focus. Fluency in Spanish considered an asset.

Salary: \$27.41 - \$31.74 an hour

This role is eligible to earn overtime pay which is usually about 4-6 hours every 2 weeks.

The salary offered to the successful candidate will be based on their experience, knowledge and skills they bring to MineSense, market data based on their location as well as internal equity. Keeping this mind, the salary offered can be outside of the range posted. We are in growth mode and are looking for talented folks at all levels, so please do not hesitate to apply. Our total rewards package includes:

- A competitive bonus.
- Matching RRSP or 401K program (for Canadian and US employees).
- A comprehensive benefit program.
- Transit Subsidy (for roles based in Vancouver, BC).
- Hybrid work (for roles that do not require to be onsite).
- 3 weeks' vacation or more depending on the position.
- Company organized social events and celebrations to connect with your team.

Here's what you can expect as a part of the MineSense Team: When you join MineSense, a trailblazing Canadian mining technology company, you become a part of our purpose to maximize global metals and minimize global impacts. We're not just a company; we're a Community of Innovators who forge a path toward a sustainable future. Here's why we want you to be excited:

- Purpose-Driven:** At MineSense, we don't just clock in; we live our purpose. We're on a mission to revolutionize the mining industry, and every day, we're one step closer to a cleaner, greener world.
- Values That Resonate:** Our core values—Innovation, Belonging, Resilience, and Adding Value—are not just buzzwords. They're the bedrock of our culture. When you step into our team, you're not just an employee; you're a steward of these values.
- Impactful Work:** Imagine contributing to a cleaner, more sustainable planet. At MineSense, you're shaping the future of cleantech and developing cutting edge

Hiring organization

MineSense

Job Location

Vancouver

Date posted

May 5, 2024

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technology that literally hasn't been developed before. Your work matters, and it echoes beyond our walls. Â· People-Centric: Weâ??re not just about profits; weâ??re about people. Our organization cares deeply about its employees. When you join us, you become part of a community that supports growth, well-being, and success. Ready to make your mark? Join MineSense and be part of something bigger than yourself. MineSense is an equal opportunity employer and is committed to providing accommodation to individuals with disabilities. Should you require accommodation during the recruitment or hiring process, please contact us at careers@minesense.com for assistance. Information received related to accommodation needs of applicants will be addressed confidentially. All applications are welcome, even if you don't meet all the requirements, so please do not hesitate to apply. Please mention the word ****INTUITIVE**** and tag `RMzQuODUuMTMyLjI1Mw==` when applying to show you read the job post completely (`#RMzQuODUuMTMyLjI1Mw==`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via [RemoteOK.com](https://www.RemoteOK.com)