

JANUARY 29, 2024

**Job Title:** Water and Wastewater Equipment Field Service Technician

**Company:** Aquafy Water Technologies Inc.

**Location:** Toronto, Ontario, Canada

**Job Type:** Full-time

**About Aquafy Water Technologies Inc.:** Aquafy Water Technologies Inc. is a leading provider of innovative solutions in the field of water and wastewater treatment and environmental sustainability. Committed to delivering cutting-edge technologies, we specialize in designing, supplying, and servicing advanced water and wastewater equipment for diverse industries. Our mission is to contribute to a cleaner and more sustainable future by ensuring the efficient and reliable operation of water and wastewater treatment systems.

**Position Overview:** Aquafy Water Technologies Inc. is seeking a highly skilled and motivated Service Technician to join our team. The ideal candidate will have hands-on experience in the start-up, commissioning, maintenance, troubleshooting, and training of water and wastewater treatment equipment. The Service Technician will play a crucial role in ensuring the optimal performance and reliability of our equipment and a satisfied client. The role also includes regular scheduled calibration and maintenance of specialty analytical instruments installed at our clients' facilities. Training on all equipment represented by Aquafy Water Technologies Inc. will be provided.

**Responsibilities:**

1. *Start-Up and Commissioning:* Start-up, configure, and commission water and wastewater treatment equipment at client sites, ensuring compliance with client and manufacturer specifications and industry standards.
2. *Service:* Diagnose and troubleshoot equipment malfunctions promptly.

3. *Service Contracts:* Responsible for maintaining and growing service contracts with clients, mainly as it relates to specialized analytical equipment.
4. *Customer Support:* Provide technical support to clients, addressing inquiries, and offering guidance on equipment operation, maintenance, and troubleshooting.
5. *Documentation:* Maintain accurate and detailed records of service activities, including service reports, equipment documentation, and customer communication.
6. *Training:* Train clients and operators on the proper use and maintenance of water and wastewater equipment, facilitating knowledge transfer for efficient system operation.
7. *Collaboration:* Work closely with the engineering and sales teams to provide insights on equipment performance, customer feedback, and potential product improvements.
8. *Safety Compliance:* Adhere to safety protocols and guidelines during all service activities, ensuring a safe working environment for yourself and others.

**Qualifications:**

1. *Education:* Post secondary education in electrical and/or mechanical field.
2. *Required Skills:* Strong mechanical and electrical aptitude.
3. *Software:* Word, Excel, PowerPoint, Teams
4. *Desired Skills:* AutoCAD (or similar), PLC programming.
5. *Technical Expertise:* Solid understanding of water and wastewater treatment equipment, processes, and associated technologies. Prior experience in servicing water and wastewater equipment including pumps, motors, instrumentation, and control systems is preferred.
6. *Problem-solving Skills:* Proven ability to diagnose and troubleshoot complex technical issues with water and wastewater equipment. Strong analytical and problem-solving skills are essential.
7. *Communication Skills:* Excellent verbal and written communication skills. Ability to explain technical concepts to non-technical stakeholders. Comfortable presenting to a group as part of training requirements.
8. *Customer Focus:* Dedication to providing exceptional customer service. A customer-centric approach to problem-solving and a commitment to client satisfaction.
9. *Team Player:* Ability to collaborate effectively with cross-functional teams, including engineering, construction, manufacturing, sales, and customer support.

**Requirements:**

1. Extensive travel within Ontario and other parts of Canada
2. Valid driver's license and a reliable personal vehicle

**Compensation:**

1. Competitive salary commensurate with experience and qualifications
2. Car mileage
3. Expense account
4. Health benefits

**How to Apply:** Interested candidates are invited to submit their resume and a cover letter detailing their relevant experience to [max.rao@aquafy-wt.com](mailto:max.rao@aquafy-wt.com). Please include "Water and Wastewater Equipment Field Service Technician Application" in the subject line.

Aquafy Water Technologies Inc. is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences.

