



Job Title: Heavy Equipment Technician

At Wilson Equipment, we value our people, our customers, and our community. We are committed to paving the way to continuously provide an equitable, inclusive, and diverse team that works together to build a safe and better workplace.

We are seeking a dynamic and customer-focused Service Coordinator to join our team. As the Service Coordinator one of your primary responsibilities is customer experience. The successful candidate will collaborate closely with customers to understand their needs and then coordinate with the service team to allocate resources and schedule service appointments accordingly. In addition, to service scheduling you will serve as a main point of contact for customers, assigning resources and resolving issues.

Job Brief:

We are seeking a Red Seal Heavy Equipment Technician to inspect, service, and maintain a range of heavy-duty construction equipment. The ideal candidate will be knowledgeable about hydraulic, electrical, and mechanical systems and familiar with computer diagnostic methods. Ultimately, the role of the Heavy Equipment Technician is to ensure that all machinery operates efficiently and safely.

Responsibilities:

- Conduct thorough inspections of heavy construction equipment.
- Perform routine maintenance, including replacing parts, cleaning equipment, and checking fluid levels.
- Adjust equipment and repair or replace defective parts, components, or systems according to scopes of work.
- Test repaired equipment to ensure proper operational performance.
- Complete accurate, detailed service reports and submit them in a timely manner.
- Follow all safety policies and procedures, including wearing all required personal protective equipment.
- Communicate with equipment owners or operators to understand issues and explain repairs.
- Keep up to date with advancements in heavy machinery technology and techniques.

Requirements:

- Proven experience as a Heavy Equipment Technician or similar role.
- Strong understanding of hydraulic, electrical, and mechanical systems.
- Proficiency in using computerized diagnostic equipment.
- Ability to read and interpret technical manuals and schematics.
- Excellent problem-solving skills and attention to detail.
- Strong communication skills and ability to work as part of a team.
- Physical stamina and ability to lift heavy parts and equipment.
- Valid driver's license and ability to operate heavy machinery.

Education and Experience:

- High school diploma or equivalent.
- Certification or degree in heavy equipment technology or a related field preferred.
- Minimum of 3 years of experience in heavy equipment maintenance and repair.

Work Environment:

This position may require working in various environments, including construction sites, and outdoor settings.

Must be able to work in all weather conditions and occasionally operate heavy machinery.

- Customer communication: function as the main point of contact for customers addressing service inquiries, resolving issues, and providing updates on service requests.
- Documentation and Reporting: maintain accurate records of service requests, including customer details, history, and job progress.
- Provide management team, operations, administrative staff, with up-to-date information.
- Uphold customer service standards and ensure that all customer service standards are met.
- Work closely with product support, service supervisors (shop & field).
- Perform warranty and administrative tasks with accuracy and in a timely manner.

Benefits:

- Casual dress
- Company events
- Dental care
- Disability insurance
- Employee assistance program

- Extended health care
- Life insurance
- Paid time off
- RRSP match
- Vision Plan
- Wellness program

We offer competitive compensation, opportunities for growth and development, and a positive work environment. If you are a motivated individual with a passion for customer service, we would love to hear from you.

To apply, please submit your resume and a cover letter outlining your relevant experience and why you are interested in this position to Glen@wilsonequipment.ca

Only shortlisted candidates will be contacted. Wilson Equipment is an equal opportunity employer.