Insort - We catch them all

https://www.insort.at/job/field-service-canada/

Field Service Technician (M/F/D)

Description

Join Insort – Shaping the Future of Food Safety and Quality!

Insort is a global leader in developing and manufacturing highly innovative, sensor-based sorting and monitoring equipment for the food processing industry. Our cutting-edge technology enables food processors to achieve new levels of safety, quality, and efficiency.

Headquartered in Austria, with a U.S. sales and service subsidiary in Turlock, California, we are rapidly growing our presence across North America.

To support our expansion, we are looking for a Field Service Technician (m/f/d) based in Prince Edward Island or New Brunswick, Canada to join our North American team.

Your Start at Insort:

Following a comprehensive training period on our machines and technologies, both in-house and at customer sites, you will play a key role in the commissioning, servicing, and support of our sensor-based sorting solutions.

Responsibilities

- **Installation & Commissioning:** Independently install and set up Insort's advanced sorting and monitoring equipment at customer facilities.
- **Service & Maintenance:** Perform routine maintenance, upgrades, retrofits, and repairs on existing systems to ensure optimal performance.
- **Customer Training & Support:** Conduct operator and maintenance training sessions and provide technical guidance to customers.
- **Diagnostics & Troubleshooting:** Analyse and resolve issues related to mechanics, sensors, electronics, and software, in close collaboration with internal technical teams.
- **Technical Documentation:** Prepare detailed commissioning, service, and performance evaluation reports.
- **Field Insights & Feedback:** Provide technical input on new developments and relay feedback on existing equipment to improve product performance.
- **Remote Support:** Assist customers with troubleshooting and problem resolution
  via remote support when not on-site.

Qualifications

- **Education:** Technical diploma, college, or university degree in electrical engineering, mechatronics, or a related field is an asset.
- **Technical Expertise:** Background in equipment manufacturing, field service,
  optical sorting, or food processing.
- **Hands-on Skills:** Experience reading electrical schematics and troubleshooting electrical and mechanical systems.
- **IT Knowledge:** Strong understanding of IT connectivity, remote diagnostics, and software troubleshooting.
- **Communication:** Excellent written and verbal communication skills, with the ability to train and support customers effectively.
- **Work Ethic:** Independent, structured, and solution-oriented with high-quality standards.
- **Team Player:** Works well independently and collaboratively, sharing

Job Location

Prince Edward Island or New Brunswick, Canada

Employment Type

Full-time

This is a **remote work position**. Work from your home office to support our North American Customers remotely on non-travel days.

Competitive salary of $70,000–$80,000 per year (base salary) plus overtime.

Vacation Time: 15 days of paid vacation (3 weeks).

Contacts

career@insort.at

knowledge and best practices.
- **Travel Flexibility:** Willingness to travel 40-50% across North America, with occasional trips to Europe for training.

Job Benefits

- **Exciting & Dynamic Work:** Be part of an innovative, fast-growing company shaping the future of the food industry.
- **Cutting-Edge sustainable Technology:** Work with high-tech sensor-based sorting solutions.
- **Comprehensive Training:** Extensive onboarding and continuous learning opportunities.
- **Career Growth:** Strong emphasis on personal and professional development.
- **Global Perspective:** Work with international teams and travel across North America and Europe.
- **Excellent Benefits:** Medical, dental, and vision plans, as well as per diem allowances for travel.

Working Hours

40 hours per week, Monday-Friday, with flexible hours typically between 6:00 AM and 6:00 PM. Overtime and occasional weekend work will be required, depending on the work schedule and service demand.