



Regional Field Service Technician - West

Department: Fleet, Western Canada
Reports To: National Field Services Manager

G4S Cash Solutions (Canada) Ltd. is an operating unit under the banner of G4S plc, the international security solutions group. As a leading global security services provider, the business operates in some 110 countries with over 600,000 employees in four key sectors: manned security, security systems, cash services and justice services.

In Canada, G4S Cash Solutions is the nation's premier cash services provider, operating the largest coast-to-coast service network. With over 2,500 employees in 55+ branches across Canada, G4S is the market leader in the cash services industry. This market leadership enables us to continue to provide innovative security solutions and customer focus that far exceed those offered by our competitors.

Main Purpose of the Position:

To support branches in maintaining the highest level of smart (Multiplex) vehicle availability possible by providing effective technical support and on site maintenance and repair of security systems, telematics, and GPS on Company vehicles. To prioritize, perform, and report on required fleet maintenance and repairs according to Company guidelines.

Key Responsibilities:

Field Work - 65%

- Diagnose, repair, maintain, adjust, and replace components of the electrical systems (modules, pictograms, keypads, uploads, pagers, etc.), mechanical systems (drums, doors, hinges, locks, seats, etc.) on armored vehicles and related equipment
- Diagnose, maintain, and replace GPS components, CCTV, and communication devices to resolve defects or failure
- Ensure the vehicle software systems are updated, maintained, and documented according to Company guidelines
- Complete Preventative Maintenance schedules, reports, repairs, and adjustments as required

Field Support Work - 30% of the Position

- Provide Technical support and consultation to Branch support staff.
- Build relationships with Branch Managers, Service Managers, Fleet personnel and suppliers
- Communicate issues and resolutions identified in the field to Company personnel as directed
- Contribute to ongoing vehicle design, both through the upward communication of day-to-day and recurring problems and making strategic recommendations for their resolutions

Administration - 5% of the position

- Assist the department to improve efficiency and effectiveness, managing change where necessary. Monitor and report vehicle service levels as requested, taking corrective action where necessary

Key Requirements:

- Flexibility to adjust work hours to meet the availability of the trucks
- Ongoing communication with the National Field Service Manager regarding the current status of the trucks
- On occasion, work in adverse weather conditions
- Daily reporting on the status of the vehicles
- Ability to travel; able to perform with minimal supervision
- Detailed mechanical knowledge (license would be an asset, but not essential)
- Ability to work effectively in a fast-paced environment with multiple tasks; Organized; Detail-oriented
- Sound decision-making and problem-solving skills; Self-motivated; Team player
- Demonstrate knowledge of electronic communication devices
- MS Word, Excel and Outlook
- Strong English oral and written communication skills
- Working knowledge of the armoured car industry a strong asset
- Awareness of Health & Safety
- Bilingual an asset

G4S would like to thank you for your interest in this position. Qualified applicants will be contacted.

Please Apply: Craig Watkins, Manager, National Field Service, email : craig.watkins@ca.g4s.com

G4S welcomes and encourages applications from qualified women, men, members of visible minorities, aboriginal persons and persons with disabilities.