

# Hitachi Energy - Field Service Representative

## Job details

### Job type

- Full-time

### General Information:

From rapid response and performance improvement to operational efficiency and life-cycle management, Service is one of our fastest-growing areas.

*Hitachi Energy, High Voltage Service*

You will be the provider of technical support for High Voltage equipment within Canada. Reporting to the Local Service Manager. Your hands-on experience and knowledge of customer needs will help you not only to build strong customer relationships, but also to identify new business opportunities.

### Responsibilities:

- Delivering outstanding and professional services, remotely or on-site, in key categories, e.g. installation and commissioning, maintenance, repairs, overhauls, engineering and consulting, advanced services, extensions, upgrades and retrofits, end-of-life services and replacements.
- Exceeding customer expectations by understanding and anticipating current and potential needs.
- Troubleshooting potential equipment failures and proactively taking measures to offset/prevent and inform internal partners.
- Coordinating logistics of resources and spare parts for all site Service jobs.
- Identifying and developing potential sales and business opportunities based on knowledge of customers and collaboration across HITACHI ENERGY.
- Suggesting product and process improvements within the business to enhance operations and customer service.
- Living HEPG's core values of safety and integrity, which means taking responsibility for your own actions while caring for your colleagues and the business.

### Qualifications:

- Candidates must have a STRONG mechanical and electrical aptitudes
- A trade education and experience such as; Industrial Mechanic and Electrical trade backgrounds would be an asset.

- A college or university diploma/degree in a technical field (electrical engineering or technologist, mechanical engineering, or technologist) would be an asset
- Red Seal or Interprovincial Trade Certification would be an asset
- More than 2 to 4 years of experience in technical field service work, working as field service representative with power / mechanical equipment or construction.
- Sound knowledge of and hands-on experience in substation construction, servicing, maintaining, commissioning, repairing high voltage equipment up to 800kV, power system equipment, SF6 gas handling, Point on Wave, radiography, DTB, LTB, GIS, GCB would be an asset.
- Strong knowledge of electrical testing would be an asset.
- Must have good computer skills with MS suite of tools as well as good general computer skills
- Current driver's license valid in Canada and ability to work in the US.
- Ability to travel to US and other Canadian Locations.
- A collaborative, solutions-oriented approach, and strong communication skills.

**Only selected applicants will be contacted.**

**Basic Info**

**Location**

Winnipeg, Manitoba, Canada

**Job type**

Full time

**Experience**

Experienced

**Job function**

Engineering & Science

**Contract**

Regular

**Publication date**

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R0044119

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