

Job Description

Job Title:	Vacuum Pump Service Technician
Department:	Science Technical Services
Reports To:	Manager, Faculty of Science, Infrastructure, Special Projects and Facilities
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	May 3, 2018

Primary Purpose

The Vacuum Pump Service Technician will provide front-line technical support to research groups and teaching activities, primarily, within the Faculty of Science and other organizational units on campus. The main focus of the role is to handle maintenance and repair of virtually any brand and type of foreline vacuum pump.

Key Accountabilities

Technical

- Troubleshoot, modify or repair a variety of research and teaching instrumentation primarily vacuum pumps (mechanical/rotary, diffusion, diaphragm, scroll and turbo).
- Provide regular on-going maintenance (up to full life cycle) for vacuum pump systems
- Proficiency with small tools, ability to do some machining, soldering and other common shop operations.
- An understanding of the applications in which vacuum science products are used

Client Service

- Clearly communicate with faculty, students and staff and provide technical consultation to them on vacuum and electro-mechanical issues.
- Liaise with manufacturers to diagnose and repair equipment under warranty.
- Ensure pump maintenance program is scheduled and performed in accordance with specified terms
- Function as an engaged team member.

Operational/Administrative

- Maintain complete and accurate records (e.g. time cards, materials used, repair notes, etc.).
- Ensure University of Waterloo safety standards are adhered to consistently
- Create and maintain on-line and manual data (e.g. work order and maintenance program records)
- Organize shop tools, inventory and documentation.
- Obtain quotes and technical documentation as required.

Required Qualifications

Education

- Education, training and/or experience in related field considered an asset.
- Technology or scientific education considered an asset.

Experience

- Small engine, electrical or mechanical repair.
- Familiarity with and can correctly use personal protective equipment (e.g. gloves, face masks, etc.).
- Working under a fume hood (would be an asset).

Knowledge/Skills/Abilities

- Excellent time management skills with the ability to efficiently balance competing priorities.
- Ability to work independently and as part of a team. Willingness to take initiative to improve processes.
- Basic computer proficiency (e.g. Excel, Word, Outlook).

Nature and Scope

- **Contacts:** Faculty, staff and students internally. Suppliers and manufacturers externally.
- **Level of Responsibility:** Provide consultative support to clients and ensure work is completed in an economical and effective manner.
- **Decision-Making Authority:** Work closely with the clients to provide information relevant for decision making.
- **Physical and Sensory Demands:** Requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury. Work with distractions, interruptions, close attention to detail, lifting and carrying.
- **Working Environment:** Mostly repair shop environment, however, there will be occasionally work in various laboratory conditions typical to scientific research; chemical and biological samples are present, as well as work in the vicinity of highly sensitive equipment.