

Job Description

Job Title:	SEEPAC Technician
Department:	Centre for Sight Enhancement
Reports To:	CSE Administrator
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	October 2022

Primary Purpose

The technician provides repair/maintenance and servicing support for all equipment managed by the Sight Enhancement Equipment Pool and Assessment Centre (SEEPAC). SEEPAC assesses Ontario residents for technological vision aids, supplies demonstration equipment to other Regional Assessment Centres (RAC), leases vision aids, and maintains leased equipment. This position provides prompt warranty service on leased equipment and recertification and repair of other high tech vision aids.

Key Accountabilities

Equipment Repair

- Provide professional customer service and technical support remotely to assist clients and authorizers at Regional Assessment Centres with their equipment shipping, repair, and maintenance inquiries
- Troubleshoot, repair, calibrate and clean SEEPAC inventory ensuring that systems are in good working order and functioning to manufacturer's specifications to conform to warranty obligations
- Consult and coordinate with vendors regarding manufacturer's warranty service of CCTV and non-CCTV equipment high tech visual aids
- Provide optional repair service for off lease equipment according to cost effectiveness and parts availability
- Honour warranty on off-lease repairs and sale equipment
- Request formal invoices to enable collection of payment for Fee for Service repairs/replacement boxes

Equipment Recertification

- Setup, test, calibrate and clean SEEPAC inventory ensuring systems are in good working order and functioning to manufacturer's specifications
- Upgrade software/firmware if applicable
- Restore equipment to factory settings using manufacturers service menu

Computers

- Install and use specialized software to securely erase all computer drives to protect private health information; may include installing operating systems.
- Generate and save computer erasure reports for Ministry reporting

Asset Management

- Conduct monthly informal and yearly formal inventory checks to maintain database accuracy
- Accurately document all repair/recertify activity in SEEPAC database
- Create shipping, return, recertify, and repair records using SEEPAC database
- Manage and determine adequate stock levels of recertified and repair equipment for leases with used items and repair replacements

Job Description



- Maintain sufficient inventory of supplies, used parts from written off equipment, and new parts as needed
- Allocate excess inventory to be sold or donated as approved in SEEPAC database
- Document all equipment that is to be written off for approval

Other Duties

- Assist SEEPAC Shipper/Receiver with the setup and takedown of equipment if needed and perform technician evaluation for the annual/bi-annual SEEPAC Request For Proposals (RFP)
- Receive client returns and occasionally assist SEEPAC Shipper/Receiver in the warehouse
- Maintenance of a clean, safe, and orderly work area
- Work with and make suggestions to the CSE Administrator for procedure changes, safety improvements, technical updates and recommendations which would enhance SEEPAC's operations
- Arrange for disposal of E-waste and collection of surplus computers
- Other infrequent minor tasks as requested by supervisor

**All employees of the University are expected to follow University and departmental health and safety policy, procedures, and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess, and correct health and safety hazards, as required.*

Required Qualifications

Education

- Minimum Electronics Engineering Technician Diploma

Experience

- 3 years working in electronics troubleshooting, service and repair
- Experience reading electrical and mechanical schematics
- Experience working with material handling equipment is an asset
- Experience soldering and de-soldering
- Experience working with hand/power tools
- Experience working with test equipment (multimeter, power generator, oscilloscope)
- Experience installing software/firmware on electronic devices
- Experience working with elderly clients and/or clients with vision loss is an asset

Knowledge/Skills/Abilities

- CSA Electrical Safety Standards
- Organizational, analytical, and problem-solving skills
- Technical aptitude and expertise in electronic technologies and instruments
- Must be familiar with grounding techniques to avoid static discharge
- Demonstrated ability to lift up to 75 lbs.
- Attention to detail and high level of accuracy in data entry
- Self-directed, independent judgement and decision-making regarding technical matters, stock levels and parts inventory
- Interpersonal and communication (oral and written) skills, related to both technical and non-technical subject matter and applicable to diverse groups at all levels of knowledge and expertise
- Microsoft Office Programs (Word, Excel, Outlook)
- Proficiency in French language is an asset
- Must have necessary immunizations or approved exemption as per university mandates and policies

Nature and Scope

- **Contacts:** Co-workers, clinical patients, and personnel at other RACs. Most contacts are by phone or email with only occasional in-person contact with patients. Well-developed relationships with external vendors and service companies are necessary as well.
- **Level of Responsibility:** Prioritizes own work with minimal supervision. Responsible for providing efficient warranty and repair service so clients do not go without their visual aid for long. Often first contact for clients and must be able to provide accurate information. Must maintain adequate inventory of recertified/used equipment for clients that choose that option. Utilizes a database with health information and therefore must maintain privacy in accordance with legislation.
- **Decision-Making Authority:** This position requires the ability to be organized, work under pressure pertaining to repair timeframes and incoming workload, applying a high degree of technical expertise, and independent judgement. Acquired experience will dictate the ability to determine if it is economically sound to repair or replace a piece of equipment.
- **Physical and Sensory Demands:** Technical work requires periodic lifting of heavy items. Must be flexible to work on portable or stationary devices to complete service. Electronics work requires good hand eye coordination to handle small parts, maneuver in tight spaces and use soldering iron. May have to wear medical face mask.
- **Working Environment:** Hours of work: 37.5 per week. Office environment. Work conditions can range from working at a computer to bench work. Work mainly takes place in a stock room/workshop with occasional warehouse assistance. Safety shoes required when lifting heavy equipment.