



## Field Service Engineer

---

Job Type: Full Time, Permanent  
Application Deadline: July 29, 2022

---

We are looking for an experienced Field Service Engineer to work within our Field Service team. The Field Service Engineer will provide electrical support to a wide variety of customers. In this role, you will carry out installation, maintenance, modifications, and troubleshooting both at customer sites and supporting remotely. We offer a hands-on training program with elements of production and Quality Control to give engineers the concrete and practical understanding of our equipment that is so essential in the modern world.

### About the role

You will be responsible for commissioning, troubleshooting, analyzing/identifying causes of mis-operation and repairing instruments/products at customer's location. In addition, when not working on site, this position will provide engineering, PLC/HMI programming and customer support services.

The successful candidate will also have solid communication skills, and strong technical, problem solving, and analytical abilities.

Aspects of this role will include but are not limited to:

- Commissioning of power products and control systems for power products. System integration with other vendors' equipment may be required, including but not limited to generators, UPS's and SCADA systems
- Performing preventive maintenance, field installations and modifications
- Technical product support and troubleshooting
- Working with project engineers and project managers to select and coordinate the replacement of parts
- Performing engineering site surveys on equipment to determine scope of field work
- Performing programming and service on complex automation and protective relaying systems
- Managing office workload post site services. Ability to prioritize and submit project documentation on time.
- Domestic and international travel will be required as the role will require hands-on support at customer sites
- Travel and work at site outside of regular work hours, as required



#### **Requirements:**

- A Bachelor's Degree in Electrical Engineering, Power generation is an asset
- More than two years of experience in field services, working as field service engineer with complex electrical systems and Power Generation experience.
- Sound knowledge of and hands-on experience in servicing, maintaining, commissioning and repairing of Power equipment.
- Experience with multiple/paralleling generator control system start-ups utilizing multi-function protection relays (Basler, GE or Schweitzer) and multi-function engine controllers (Woodward & ComAp) a plus
- Knowledge of servicing industrial equipment and strong software understanding.
- The ability to make changes in the field to HMI screen & PLC ladder logic programming is highly desirable
- Being an excellent team player, having strong communication skills and an ability to work independently without supervision a must Current Passport/Work Permit valid in Canada and United States of America.
- Ability to travel within Canada and to the United States of America and must have and maintain a valid driver's license.

#### **About IEM Canada**

IEM Canada, (Industrial Electric Manufacturing, Inc.) in Surrey, BC, is the largest independent full-line manufacturer of custom electrical distribution and power quality equipment in North America. IEM has delivered customer-specific solutions to meet the ever-changing power requirements of growth industries in North America for over half a century. This position offers an exciting opportunity within an innovative, employee-oriented company!

**Please send your resume to [VANjobs@iemfg.com](mailto:VANjobs@iemfg.com) by July 29, 2022.**

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

---