



Lead Field Service Technician/Engineer

Company Overview

Gastronomous is a fast-paced, dynamic start-up focused on revolutionizing how food is prepared and enjoyed worldwide! Having developed Canada's first fully autonomous kitchen (<https://youtu.be/KUXX4v16qAA>), Gastronomous realizes the "Kitchen of the Future" through advanced industrial automation techniques and cutting-edge technologies. This is just the beginning! Gastronomous is developing a network of interconnected, IoT-enabled, smart machines which will be released in a few months' time!

We are a no-nonsense team of passionate people with a bias for action. We know that our ability to execute on our ideas is what sets us apart. We do what we say we are going to do, externally and internally. We trust our people to act independently and make practical, real-world decisions.

If you are passionate about developing meaningful technology that creates meaningful solutions, then Gastronomous is the place for you! By joining our team, you will be immersed in a dynamic and thought-provoking environment that tests your capabilities and pushes you to new heights.

Gastronomous is looking for a **Lead Field Service Technician/Engineer** who will be directly responsible for managing, repairing, and de-bugging our in-field units. Your input will be crucial in re-designing and improving current product models.

What You'll do:

- Monitor in-field products and promptly respond to any concerns, identify root causes of the problems, run tests to verify causes, and resolve issues (hardware, software, and electrical)
- Deploy, install, and calibrate Gastronomous equipment in new stores
- Provide feedback regarding hardware assembly and repair processes to software/hardware engineering and design teams
- Be the subject matter expert on technician capabilities: hardware and electrical wiring assembly, troubleshooting and repair
- Document all service activities and maintain accurate records of all repairs, replacements, and installations
- Train customers on the operation and maintenance of our machines
- Provide technical support to customers over the phone or via remote access tools
- Ability to respond to emergency calls and resolve them within the guidelines that meet or exceed our customer expectations and requirements
- Consistently and concisely detail and document repairs
- Work closely with product management, service and engineering teams to define spare parts strategies throughout the product life cycle
- Operate a variety of top-of-the-line hand, power and shop tools to fabricate any necessary repairs
- Inspect and maintain shop equipment and overall tidiness.
- Spearhead changes to improve customer service cycle



Knowledge, Skills, and Abilities for Success:

- High School Diploma or Associate Degree/Certificate, or work experience in a related technology space
- Proven ability to troubleshoot mechanical and electrical problems
- Experience with interpreting functional, electrical, and mechanical diagrams
- Demonstrated ability to learn new technologies and processes, and adapt to change
- Ability to follow oral and written instructions with attention to detail
- Excellent communication skills, both written and oral
- Ability to innovate, solve complex issues, and present new ideas
- Experience working in a team-based environment and achieving common goals
- Ability to work a flexible schedule when needed to solve urgent problems
- Must maintain a valid G or G2 driver's license for Canada and an acceptable and safe driving record
- When needed, perform welding, sheet metal fabricating, hand finishing, grinding, and polishing

This is a full-time position with a competitive salary and benefits package. If you are passionate about robotics and have a strong desire to provide excellent customer service, please apply today.

We look forward to reading every application and welcoming a new, bright mind to Gastronomous shortly!

If interested, please send your resume and any other relevant information to:
careers@gastronomous.ca

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