



Field Service Technician

Company Overview

Gastronomous is a fast-paced, dynamic company focused on revolutionizing the quick-service restaurant (QSR) industry. Gastronomous realizes the “Kitchen of the Future” through advanced industrial automation techniques and cutting-edge technologies. [Click here](#) to see our team in-action.

Our momentum is undeniable: Deployments have increased by over 400% year-over-year, and we're entering a major phase of growth. In 2026, our team is focused on rapidly expanding deployments of our current products across North America (100+ units) and launching one to two new products that advance our mission.

We are a no-nonsense team of passionate, execution-driven people. We believe that our ability to deliver, not just dream, sets us apart. Internally and externally, we do what we say we're going to do. Our team members are empowered to act independently, make practical decisions, and move fast. We trust our people — and we build the future, one deployment at a time.

About the Role

Gastronomous is looking for a **Field Service Technician** who will be directly responsible for managing, repairing, and de-bugging our in-field units.

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



Knowledge, Skills, and Abilities for Success:

- 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

Requirements:

- Must have a Bachelor's Degree
- Ability to work a flexible schedule when needed to solve urgent problems
- A valid G License and a clean driving record
- Must be able to work independently and with a multidisciplinary team.
- Organized and efficient, able to self-manage projects and present deliverables on time or communicate delays.
- Detail oriented with regards to machine development
- Ability to work in a collaborative team environment and effectively communicate complex technical concepts.
- Strong problem-solving skills, attention to detail, and a passion for creating innovative robotics solutions.

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

GASTRONOMOUS