



## Industrial Water & Wastewater Equipment Technician Job Description – February 2025

**OUR MISSION:** *Absolute / exceptional customer satisfaction is why we exist. We promote global sustainability by maximizing water recovery and minimizing chemical consumption / footprint. We are proud of our reputation as process water specialists in the industries we serve, and we support our technology long after installation by providing ongoing parts and service support.*

### Position Summary

Reporting to the Service and Commissioning Manager, this position is located full-time in our Burlington, Ontario office, and on-site at customers' facilities throughout North America and abroad. Candidates should be prepared for a healthy mix of office desk work, testing and repairing equipment at Kontek's own facility, and frequent air and ground travel for service and equipment commissioning.

### Benefits

- Health & dental insurance plans for you & your family
- Paramedical healthcare spending account
- Life & LTD insurance
- RRSP program with company match to 3%
- Competitive paid vacation package
- Education & tuition reimbursement program
- Discounted executive gym membership

Kontek welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

### Key Responsibilities

- On-site service of industrial wastewater treatment systems, including instrument calibration, water sample analysis & treatment, and equipment and component troubleshooting
- Producing service reports & analytical data, and delivering to customer in a timely manner
- On-site start-up and commissioning of industrial wastewater treatment systems
- May require up to two (2) weeks on site at a time during commissioning and start-up; occasionally more
- In-house testing, troubleshooting and repairs on equipment (i.e. pumps)
- Being the face of Kontek! Liaising with customers in a professional manner, responding to inquiries and technical questions, recommending equipment or spare parts
- Working closely with our sales team to prepare quotes for parts and service, including follow-up with the customer



## **Work Environment**

Work is performed in both our office and manufacturing facilities and at customer jobsites. Must be able to travel to customer jobsites both domestically and internationally. Exposure to harsh conditions—such as: dust, fumes, chemicals, hazardous materials, noise, and varying weather and temperatures—for short periods of time is possible. All employees are required to follow safety standards and wear all personal protective equipment in designated areas.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. While performing the duties of this position, the employee will regularly be required to walk, stand, climb, use hands and fingers, listen and speak. Ability to lift and carry 50 lb on a regular basis is required. Use of hand tools and calibration equipment is also required.

## **Knowledge, Skills, Ability, Education, Experience:**

- Wastewater treatment education and/or experience
- Experience with instrumentation
- Mechanical skills (pipefitting and pump repair capabilities an asset)
- Chemical handling experience
- Travel within Canada and internationally is required – must have a valid passport and driver's licence
- Excellent written and verbal English skills
- Must be able to relate to Senior Management Personnel, as well as Plant Technicians in terminology that the individuals can understand
- Requires effective time management skills, personal conduct, and problem-solving abilities
- Microsoft Office – Email/Word/Excel proficiency
- Ability to work well on a team and take initiative independently
- Ability to read and interpret CAD drawings an asset