



Serving the North Since 1940

NORTH PILOT / EQUIPMENT SERVICE TECHNICIAN

Being or becoming a pilot is not a strict job requirement, however, Wilson's will consider paying for the right candidate to get their license, under training bond, if they are interested.

About Us:

Wilson's Business Solutions is the leading office solutions provider in Northwestern Ontario and Northern Manitoba. For over 85 years we have been providing complete sales and service support for office printing systems, computer products, furniture and office products to our customers and have physical locations in seven separate communities. Our service departments, consisting of over 20 technicians, support these product offerings by providing on-site troubleshooting and repairs to our customer base. We currently operate our own airplanes to service our customers located in remote Northern communities.

Position: As a member of our North Service team your primary role will be servicing, diagnosing, and troubleshooting photocopiers and related network issues. Service work will involve travelling to remote Northern communities, as well as working in Dryden and surrounding areas. Full copier repair training will be provided. Other duties include trip planning, helping customers remotely, and assisting other departments when needed. The successful candidate must be relationship-oriented and committed to ensuring customer satisfaction. Pilots can expect 50-100 PIC flying hours per year.

Qualifications: Must have either good computer skills, mechanical aptitude – or both. Any experience in IT or copier/appliance repair would be a major asset. Customer service skills are essential. Having a private pilot's license is preferred but candidates who are a good match in other areas or who have an interest in obtaining their private pilot's license will also be considered. Must have Grade 12 or equivalent.

Role Requirements:

- have a valid driver's license with clean drivers abstract
- willing to travel to remote communities 1-5 days at a time on a regular basis throughout the year
- interruption to personal schedule due to northern travel
- must be able to occasionally lift *75-100 pounds for brief periods* and walk up to 3 kms while carrying tools/parts
- good written/verbal communication and organizational skills
- attention to detail
- the ability to work independently and as part of a team
- able to pass security clearances

Key Benefits: A unique, stimulating, and rewarding career. We offer a competitive salary based on qualifications and work experience, plus:

- northern pay incentives and hours-based bonus progression
- company vehicle for business use
- health and vision benefits
- RRSP plan with company matching contributions
- supportive, friendly, and experienced team
- focused range of equipment for ease of training
- no pressure to fly in bad weather/unsafe conditions
- variety in day-to-day tasks

FAQs

What type of planes do Wilson's pilots fly? Wilson's owns two planes: an Aztec twin engine and a Cessna 182.

What do you mean by 'interruption to personal schedule'? The type of flying we do (VFR) requires specific weather conditions. With that comes some unpredictability about which days we travel, especially during spring and fall. Machines can go down any time and, in some cases, require a last-minute trip. Essentially, our service model requires flexibility which may result in unexpected trips on short notice. However, Wilson's is extremely flexible and accommodating for any necessary appointments or days off. On average, the ideal candidate will be available for approximately one longer (3-4 day) overnight trip and one or two day trips per month.

What type of person usually enjoys being a North Pilot / Technician? The type of candidate who enjoys this career typically enjoys solving puzzles, and is curious and adaptive. Photocopiers are complex devices with dozens of sensors, gears, motors and clutches; new models and technologies require continuous learning. This position also requires a good foundation of computer skills. Networking skills will be used frequently to troubleshoot printing and scanning issues. Candidates with no copier repair experience will train mostly in Dryden/area for the first 3 months to develop basic skills/familiarity.

Infrequently, working conditions may be poorly lit or cramped. Typical services and resources aren't always easily available in the North, sometimes requiring novel solutions and adaptability. We are fortunate to have a close-knit and experienced team for assistance, lots of resources and also great relationships with our customers.

If these criteria sound like a good fit we would be excited to hear from you!

Applicants should submit a cover letter along with a resume before November 6th to:

Human Resources
Box 3005
Dryden, ON P8N 2Z6
fax: (807) 223-3320

email: careers@wilson.ca

We thank all candidates for applying, however, only those selected for an interview will be contacted.

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