



Position Title: Shop Service Technician (Level 1)

Reporting to: MWD Coordinators

**Primary Role:**

To Service and Maintain all field equipment to Standard Directional's levels. To deliver and pick up equipment with paperwork to suppliers. Maintain a clean working environment at the Technical Center. Provide Senior Technicians assistance when requested. To maintain vehicle fleet service and safety requirements.

**Secondary Role: (if applicable)**

Hot Shot equipment to the field if regular staff is unavailable.

**Responsibilities:**

- Service MWD equipment to successfully deliver client requirements to Standard Directional's Service Levels
- Under Limited supervision, Service and maintain tools and equipment after each job.
- Ensuring all serviced equipment is loaded in the MWD kit for dispatch.
- Communicating with the Senior Technicians to ensure all MWD requirements at the technical center are met.
- Setting up all required MWD hardware at the Technical center including checking/testing all MWD tools if trained and requested.
- Ensuring and verifying that all Safety equipment required for operating the MWD vehicles are present in the vehicle.
- Maintain Technical center cleanliness.
- Completing and submitting all required paperwork.
- Ensure project activities comply with COR safety standards
- Work with the MWD Coordinator and Operations Manager to meet equipment deadlines.
- Maintain sustainable client and supplier relationships by conducting work habits in a professional manner.
- Follow and comply with all Standard Directional's Safety Programs.
- Assist with MWD Incident troubleshooting.

**Interdependencies**

MWD Coordinator  
Operations Manager  
Human Resources/Safety Manager  
Senior Shop Technicians  
Field hands

Clients/Suppliers Machine Shop
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<b>Accountable for:</b>
COR compliance Technical Center Cleanliness Mwd Equipment/Vehicle Fleet basic service

<b>Empowered to make which decisions?</b>
Any operational events must be cleared with management before taking place.

<b>Core Competencies (How can we measure your performance?):</b>
Equipment / Fleet and Technical Center condition – meeting required standards Mwd/Operations Manager satisfaction through successful completion of assigned tasks. Effective problem solving within the Technical center daily operational needs.

<b>Future Builds (what tasks and critical skills will be required in the future):</b>
Development of Technical role if employee shows interest.

<b>Skills, experience and Knowledge Base Requirements:</b>
<b>Experience (What kind of experience should someone have to perform well):</b> Good working attitude and the willingness to learn. Organizational skills Computer basic knowledge.
<b>Knowledge: (market, business, technical, operational, job specific)</b> Knowledge of the Calgary area and map reading. Basic Knowledge of MWD/Vehicle fleet service intervals. Basic Knowledge of power tools and hand tools.
<b>Customer Influence (education, training, selling, service)</b> Good customer focus and able to maintain that in a professional environment Resilient when providing solutions and assessments
<b>Communication (verbal, written, interpersonal)</b> Good verbal, written and interpersonal communication skills Able to communicate potentially complex scenarios effectively and with credibility
<b>Leadership (managing people, departments, operations, counseling)</b> Problem solving skills. Ability to take make effective recommendations to resolve issues
<b>People management (coaching, mentorship, development, motivation)</b> Team oriented – provide support, motivation, and encouragement to team. Mentor and develop apprentices as required

<b>Educational Requirements:</b>	
Designation:	High School Diploma Petroleum Technology Diploma and/or Degree in a related Engineering discipline an asset
Specialized Educational needs:	Directional drilling measurement theory

Supplementary Educational Needs:	Safety certifications
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**Physical Requirements:**

- Squatting / Bending / Kneeling / Stair climbing / Reaching / Twisting
- Stand / Walk for intermittent periods
- Sit for extended periods
- Occasionally Lift / Carry weights to 15 Kg
- Occasionally Push / Pull weights to 25 Kg
- Ability to drive long distances in remote areas
- Ability to work at heights 10m above ground
- Extensive use of PC and software.

**Safety Requirements:**

- Promote a safe and healthy work place
- Report and escalate unsafe practices
- Consistent use of proper Personal Protective Equipment (PPE)
- Maintain current required safety certifications
- Attend regular safety meetings