



Service supervisor

Apply Today

About Binatek:

For over 30 years, Binatek has been dedicated to simplifying business operations and reducing management costs through innovative software and office equipment. As a growing, family-owned company, we value the professional development of our employees and foster a collaborative, dynamic work environment.

Job Overview:

- Binatek is seeking an experienced **Service Supervisor** to lead our field service technician team.
- The ideal candidate has solid knowledge of **printers, multifunction printers (MFPs), office equipment**, and a **basic understanding of computer systems and networks**.
- The Service Supervisor will oversee and support technicians, ensure high-quality customer service, handle complex technical diagnostics, and maintain performance and safety standards.
- This role includes both **supervisory and field service responsibilities**, and requires someone **hands-on, organized, and able to lift equipment up to 75 lbs.**

Key Responsibilities:

- Supervise, coach, and support the team of field service technicians.
- Plan, coordinate, and prioritize service calls and field operations.
- Diagnose, maintain, and repair printers, MFPs, shredders, scanners, and related equipment.
- Install and configure printers and related software/hardware.
- Provide excellent customer service and maintain strong client relationships.
- Participate in technician training and technical development programs.
- Perform on-site service visits when required.
- Manage service reports, parts tracking, and follow-ups.
- Ensure compliance with safety and quality procedures.
- Be flexible for occasional **business trips** as required.





Requirements:

- DEP or post-secondary education in electronics, IT, or related field.
- Minimum **3–5 years of experience** in printer/MFP repair or office equipment maintenance, with some **supervisory experience**.
- Basic IT knowledge (networks, drivers, device setup).
- Ability to lift equipment up to 75 lbs.
- Strong communication skills in **English and French**.
- Excellent leadership, time management, and problem-solving skills.
- Valid driver's license and clean driving record.
- Flexibility for occasional travel outside the region.

What Binatek Offers:

- Competitive salary based on experience.
- Company vehicle provided.
- Comprehensive group insurance (health, dental, etc.).
- Paid vacation and sick days.
- Manufacturer training and certifications.
- Company cell phone.
- Career advancement opportunities.
- Supportive and inclusive work environment.

Job Type:

Permanent, Full-time

Schedule: Monday to Friday, 8h30–17h (day shift)

Location: On-site – Anjou

✉ To apply, please send your resume to **info@binatek.com** with the subject line **“Application – Service Supervisor”**.

We look forward to hearing from you!