

**CONTRACT OF EMPLOYMENT**  
(Support Service Technician)

**01 BETWEEN:** .....

.....

.....

(hereinafter referred to as the "Employer")

**02 AND:** .....

.....

.....

(hereinafter referred to as the "Employee")

(the Employer and the Employee are hereinafter collectively referred to as the "Parties")

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**PREAMBLE**

WHEREAS the Employer wishes to hire the Employee as Support Service Technician;

WHEREAS the Employee wishes to accept the employment offer after having been informed of the Employer's policies and conditions of employment;

WHEREAS the Parties wish to evidence their agreement in writing;

WHEREAS the Parties have the capacity and powers to enter into and perform the undertakings set forth in this Agreement;

**NOW THEREFORE, THE PARTIES AGREE AS FOLLOWS:**

**1.00 PREAMBLE**

The preamble hereto shall form an integral part hereof.

**2.00 OBJECT**

**2.01 Position Title**

The Employer hereby hires the Employee as Support Service Technician.

**03 2.02 Main Duties and Responsibilities**

Without being restrictive, and subject to modification (in the latter case, by prior notice from the Employer), the Employee's main duties and responsibilities shall be as follows:

- to assume the responsibility for the ..... systems and/or ..... servers repair in high availability service conditions;
- to assume the responsibility for the customers satisfaction as to the performance of the equipment and the quality of service provided;

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Employer Employee

- to plan and provide the assistance when installing systems;
- to configure the systems;
- to prepare, send out and make the follow-up on service tenders;
- to provide good quality user training;
- .....

**2.03 Immediate Supervisor**

The Employee shall report directly to ....., in the position of ....., or to any other person designated by the Employer.

**2.04 Work Place**

The Employee's work place shall be located at ....., or at any other place required for the efficient operation of the Employer's business.

**2.05 Driver's License and Vehicle**

During the entire term of this Agreement, the Employee shall hold a valid driver's license and shall be in a position to use his vehicle for work.

**3.00 CONSIDERATION**

**O4**

**3.01 Salary**

In consideration for the Employee's performance of his work, the Employer shall pay the Employee an annual salary of ..... dollars (\$.....). This salary shall be revised annually, on the hiring anniversary date, based on an assessment of the Employee's performance and the Employer's financial situation. The said salary (less any legal and contributory deductions) shall be payable on the ..... of every ..... by cheque or by direct deposit to the Employee's bank account, at the Employer's option.

**3.02 Overtime**

All overtime worked by the Employee shall be subject to prior approval by the Employer. If requested by the Employee, the Employer may, in lieu of paying any overtime, grant a leave equivalent to the period of overtime worked, increased by fifty percent (50%).

**3.03 Specific Benefits**

The Employee's position shall entitle him to the following benefits: (specify)

- *motor vehicle supplied by the Employer*
- *motor vehicle allowance*
- *expense account*
- *profit-sharing plan*
- *share purchase plan*
- *performance bonus*
- *membership in a fitness, social or golf club*
- *payment or reimbursement of professional membership fees*
- *conference registration (including transportation and lodging)*
- *training or development courses*
- *retirement plan*
- *etc.*

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Employer Employee