



RGO

SERVICE TECHNICIAN

TECHNOLOGIES

Position Type: 0.8 FTE Full-time, Permanent

Location: Remote in
Athabasca, AB
Fort McMurray, AB

ABOUT RGO

Creating places that help people work, learn, heal, age, play, be inspired, and accomplish more.

RGO is a privately held business in Calgary, Canmore, and Edmonton. We were founded in 1966 in Calgary with roots selling typewriters! Now, RGO is proud to be 5 decades strong and growing. We have since grown to be the largest dealership in Western Canada, offering total interior solutions with the broadest selection of Furniture, Window Coverings, Flooring, Technologies, Architectural Solutions, Moves, and Storage Management.

We believe space matters, and we want our clients to efficiently operate a modern space, whether it's a 40-storey tower, a public institution, education, healthcare, or a dazzling corporate showpiece. As an Albertan company with a reputation for hands-on service and dedication to quality, we are looking for an individual who aligns with our core values to create great work experiences for our clients, partners, and people.

THE OPPORTUNITY

Join the award-winning RGO team, celebrated as one of Alberta's Best Workplaces and one of Canada's Best Managed Companies, as a **Service Technician** in our Technologies department. Reporting to the Service Manager, Technologies, the successful candidate will provide timely and correct service and maintenance for office equipment, including copiers and printers. This **0.8 FTE** remote role supports clients in **Athabasca, Wabasca, and Fort McMurray**, with the ideal candidate based in **Athabasca or Fort McMurray**.

WHAT YOU WILL DO

- Installing, configuring, and maintaining office equipment at client sites.
- Performing emergency and preventative maintenance calls both remotely and on-site.
- Troubleshooting mechanical, electronic, and IT-related issues.
- Integrating equipment into client networks across various operating systems.
- Managing parts, serial numbers, and service records for accurate invoicing and inventory.
- Staying current with product updates, firmware changes, and technical training.
- Building strong relationships with clients and identifying opportunities to support their goals.
- Coordinating with Dispatch and using remote tech tools for scheduling, parts ordering, and reporting.

WHAT YOU WILL BRING

- A diploma in Electronics Technology (2-year program preferred) or equivalent experience.
- 1–3 years of experience servicing office equipment (preferred).
- Certifications in hardware/software (an asset).
- Strong communication and interpersonal skills.
- Excellent problem-solving skills with the ability to think critically and resolve issues efficiently.
- A tech-savvy mindset with knowledge of Windows, Mac OS, Linux, and mobile platforms.
- Mechanical aptitude and the ability to troubleshoot and resolve technical issues independently.
- Physical ability to move equipment (up to 75 lbs solo, 400 lbs with assistance).

SERVICE TECHNICIAN

TECHNOLOGIES

- A valid Alberta Driver's License, clean driving record, and access to a reliable personal vehicle.
- Willingness to travel within the service region and work independently at client sites.
- Successful completion of a pre-employment Health Assessment.

PERKS & BENEFITS

- Flexible work schedule with a 0.8 FTE
- Comprehensive benefits, including RRSP matching
- Performance-based awards
- Career growth opportunities
- Employee recognition program
- Education reimbursement
- Fitness subsidy
- Remote work – work from home and in the field

To apply, please submit your resume to careers@rgo.ca. We appreciate the interest of all applicants and candidates for consideration will be contacted.

APPLY NOW