



Service Technician

Technologies

Position Type: Permanent, part-time or full-time

Location: Edmonton, AB

The Opportunity

Join the award-winning RGO team—recognized as a Best Workplace in Alberta and one of Canada's Best Managed Companies—by stepping into the role of Service Technician, Technologies.

Reporting to the Director, Technologies, you'll play a key role in providing timely and correct service and maintenance for office equipment, including copiers & printers, and audio-visual equipment.

What You Will Do

- Installing, configuring, and maintaining office equipment (mainly printers & copiers) 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.
- 3-5 years of experience required servicing office equipment, specifically printers & copiers.
- 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).
- A valid Alberta Driver's License, clean driving record, and access to a reliable personal vehicle or ability to qualify for RGO's commercial insurance plan.
- Willingness to travel within the service region (Greater Edmonton Area and Fort McMurray) and work independently at client sites.
- Successful completion of a pre-employment Health Assessment.

About RGO

RGO has been shaping inspiring workspaces across Western Canada since 1966. With deep Alberta roots and over 200 team members in Calgary, Edmonton, and Canmore, we help organizations thrive through innovative furniture, technology, and design solutions. As Alberta's exclusive Steelcase dealer and a partner to 200+ vendors, we continue to lead the way in workplace innovation.

Our mission is to turn every place into a space for inspiration and success. Guided by our vision—to unleash the full potential of spaces—we live our values every day: Pursuit of Excellence, Powerful Collaboration, Positive Drive, and Prioritize Care.

Perks & Benefits

- Flexible work environment
- Comprehensive benefits including RRSP matching
- Performance based awards
- Career growth opportunities
- Employee recognition program
- Education reimbursement
- Fitness Subsidy
- Free parking

To apply, please submit your application to careers@rgo.ca.

We appreciate the interest of all applicants and candidates for consideration will be contacted. Any offer of employment will be conditional upon the successful completion of background checks, reference checks, and pre-employment health assessments, where applicable.

