

Field Service Delivery Technician

About the job

Employment Type: Permanent. Full-time [5 days per week]

Location: GTA-based with access to Toronto Pearson International Airport; field travel across Canada, the US, and internationally

Anticipated Start Date: As soon as possible

About Real Time Networks

Looking to start your career with an exciting, growing company?

Real Time Networks is a cutting-edge technology company specializing in smart asset management, including intelligent locker systems and key management solutions. Our innovative products streamline workflows, improve security, and drive operational efficiencies for customers across multiple industries, including healthcare, law enforcement, and enterprise organizations.

The opportunity

Reporting to the **Manager, Technical Services and Vice President of Delivery**, this position will be a pivotal role in the Real Time Networks Customer Experience. As one of the first RTN members our customers meet face-to-face this role will be responsible for leading the physical and technical delivery of RTN's smart locker and key management solutions.

Based in the GTA and working in the field across Ontario and beyond, the Field Service Delivery Technician leads the physical and technical delivery of RTN's smart locker and key management solutions from site planning and equipment staging through installation, configuration, end-user training, and go-live. Every install is an opportunity to reinforce RTN's reputation for quality, professionalism, and customer care. Between installations, this role provides Tier 1 and Tier 2 technical support to keep customers running.

Responsibilities:

Pre-Installation Preparation

- Lead pre-install planning and final planning calls with customers; confirm logistics, timing, site readiness, and customer responsibilities (server, infrastructure, prep).
- Stage equipment, verify shipments against bills of materials, and advise customers on receipt and inspection; flag discrepancies to the Project Manager promptly.

Hardware & Software Installation

- Install, mount, and configure RTN hardware and software onsite or remotely, including SSL, SSO, integrations, cloud-hosted solutions, and customer-specific parameters.
- Reconfigure or upgrade existing customer systems with minimal disruption; test thoroughly against project scope and success criteria before declaring go-live readiness.
- Commission RTN Nexus at every install, confirming telemetry is active and reporting correctly; document all configuration steps in RTN's ticketing system.
- Troubleshoot and resolve hardware and software issues onsite or remotely, including hardware repairs and replacements.

Customer Interaction & RTN Representation

- Serve as RTN's on-site ambassador and present professionally, communicate clearly, and engage with customer Champions and Sponsors to surface decisions and approvals.
- Deliver initial training to end-users and administrators, including use of the RTN Support Portal, ensuring customers are confident and capable before handoff.
- Build strong customer relationships during installs; offer proactive preventive maintenance recommendations and demonstrate genuine interest in long-term success.

Tier 1 / Tier 2 Technical Support

- Provide first- and second-tier technical support between installations, resolving issues efficiently and professionally.
- Investigate and resolve technical complaints; escalate to the appropriate team member with full context when needed.
- Maintain clear documentation of all support interactions in RTN's ticketing system.

Project Communication & Escalation

- Coordinate closely with Project Managers throughout engagements, covering plans, status, progress, issues, and client checkpoints.
- Escalate technical issues, site readiness failures, or scope changes as soon as they are identified and support smooth handoff to the Customer Enablement & Adoption Specialist.

Customer Success

- Surface field observations (infrastructure gaps, process risks, scope mismatches) that may affect the customer's ability to achieve their expected outcomes.
- Partner with Operations, Client Services, and Product Development to meet service goals and project timelines to proactively identify and remove barriers to drive successful customer adoption.
- Identify and communicate upsell and expansion opportunities to the Customer Success team.
- Contribute field insights to RTN's monthly retrospectives, improving Sales, Manufacturing, Logistics, Site Readiness, Delivery, and overall customer experience.

What you bring:

Education & Experience

- Bachelor's degree or equivalent combination of education and experience.
- 5+ years of hands-on field hardware installation and technical support experience (ideally in security, access control, or low-voltage B2B technology.)
- Experience with RFID products, structured project delivery, and on-site customer training is a strong asset.
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Technical Skills

- Strong hardware installation skills (low-voltage cabling, rack mounting, device commissioning) plus software configuration and network troubleshooting fundamentals.
- Comfortable reading technical drawings, site plans, and using hand and power tools.
- Familiarity with M365, SharePoint, CRMs, ticketing systems, and Remote Monitoring & Management (RMM) platforms; PMP certification is an asset.

Soft Skills

- Outstanding professional presentation and clear communicator
- Calm, methodical problem-solver with strong electronics troubleshooting instincts.
- Genuine customer focus, sound judgement, and a quality-driven team mindset; French language proficiency is an asset.
- Based in the GTA with access to Toronto Pearson; valid passport, driver's license, and willingness to travel. Able to lift 50–100 lbs and work at height. Legally entitled to work in Canada.

Travel Requirement:

- This role will require occasional travel to customer sites.
- Ability to travel within Canada/US/International is required
- Clean driving record and ability to rent a car is considered an asset.

What we offer:

- A competitive salary commensurate with experience and education
- A comprehensive benefits program including extended medical and group insurance.
- RRSP matching and bonus eligibly after probationary period.
- Education Assistance benefits

Diversity & Inclusion

RTN is an equal opportunity employer who is committed to an inclusive and diverse workforce, equity in employment and fostering a barrier-free environment.

We strive to include perspectives from those that vary by race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, and disability. If accommodation is required at any point in the recruitment process, please contact a member of our Recruitment Team.

How to apply

Send your resume and cover letter to contact@realtimenetworks.com indicating **Field Service Delivery Technician Ref: May 2026** in the subject line. We strongly encourage applicants to apply as soon as possible, as we will review resumes and schedule interviews as they arrive. This position will remain open until filled.

Real Time Networks thanks all applicants for their interest and advises that only those selected for an interview will be contacted. No phone calls please