

2242 Electronic Service Technicians (Household and Business Equipment)

Electronic service technicians service and repair household and business electronic equipment such as audio and video systems, computers and peripherals, office equipment and other consumer electronic equipment and assemblies.

Common Job Titles

Alarm System Technician
Computer Service Technician
Office Equipment Service Technician
Field Service Technician - Electronic Products
Television Service Technician
Audio-video Service Technician

Typical Employers

electronic equipment manufacturers
business services firms
computer service firms
business machine manufacturers
electrical and electronic machinery and equipment wholesalers
machinery and equipment wholesalers
appliance, television, radio and stereo stores
machinery and equipment rental and leasing firms

Selected Main Duties

Electronic service technicians perform some or all of the following duties:

- Install, maintain and repair household and business electronic equipment, such as televisions, radios, DVD recorders, stereo equipment, photocopiers, computers and peripherals;
- Inspect and test electronic equipment, components and assemblies using multimeters, circuit testers, oscilloscopes, logic probes and other electronic test instruments, tools and equipment;
- Diagnose and locate circuit, component and equipment faults;
- Adjust, align, replace or repair electronic equipment, assemblies and components following equipment manuals and schematics and using soldering tools and other hand and power tools;
- Complete work orders, test and maintain reports;
- Supervise other electronic equipment service technicians.

Work is usually indoors, although the work site constantly changes, i.e., client's home. Electronic service technicians are often exposed to hazards, which require the use of safety equipment. Employment in this occupation is predominately 35 to 40 hours per week. Work is busiest between September and May.



Education/Training

Completion of a two to three-year college program in electronics or completion of a four-year apprenticeship program in electronic servicing and repair or completion of high school or college courses in electronics and on-the-job training is required. Trade certification for electronic technician, consumer products, is voluntary in Ontario. Although the certificate is not mandatory, it indicates a certain level of achievement and is required by some employers. The Ontario Association of Certified Engineering Technicians and Technologists (OACETT) also certifies electronic service technicians. The certification process includes a period of supervised work experience, usually up to two years, and a professional practice examination. Inter-provincial (Red Seal) trade certification, which allows qualified Electronic Technicians (of consumer products) to work in other provinces and territories, is available for this trade. The new Agreement on Internal Trade will also make the movement of workers between provinces easier.

Employment Prospect

Over the next five years: Average

Opportunities for employment in this occupation are expected to be average over the period from 2009 to 2013. Technological advancements have lowered the price and improved the quality of home entertainment centres and other electronic products thereby reducing the demand for qualified technicians. However, in the future, growth might be spurred by the introduction of sophisticated digital equipment. As long as the price remains high, consumers will choose to repair rather than replace expensive electronic items. The proliferation of new electronic devices and rapidly changing technology means that additional demand will be generated more through warranty related repairs than through post-warranty repairs by consumers.

Firms recruit new graduates from community colleges. They also utilize informal networks and newspaper advertisements as methods of seeking new employees. People working in these occupations should expect to undergo intermittent retraining and professional development to keep up with rapid technological changes. Opportunities will be best for those with knowledge of electronics and who have related hands-on experience and good customer service skills.

Characteristics of Occupation

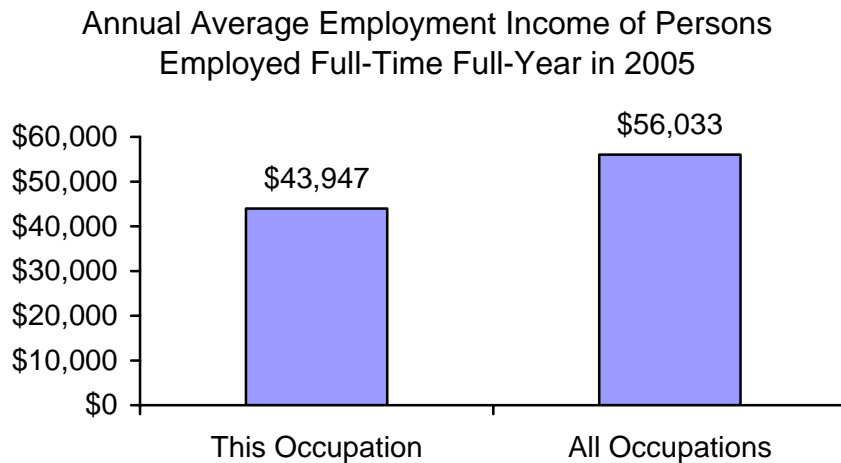
Estimated Employment in 2006	21,955
General Characteristics	(%)
Male	92
Female	8
Full-Time	86
Part-Time	12
Self Employed	15

Employees	84
Unemployment Rate	4

Main Industries of Employment	(%)
Other Services	17
Wholesale Trade	16
Retail Trade	12
Management, Administrative and Other Support	12
Computer System Design Services	8
All Other Industries	35

Employment by Economic Region	(%) This Occupation	(%) All Occupations
Ottawa	11	10
Kingston – Pembroke	4	3
Muskoka – Kawarthas	2	3
Toronto	51	45
Kitchener - Waterloo – Barrie	9	10
Hamilton - Niagara Peninsula	9	11
London	5	5
Windsor – Sarnia	3	5
Stratford - Bruce Peninsula	2	2
Northeast	4	4
Northwest	1	2

Income



Additional Information Sources

Additional information about this occupation can be obtained from the following web sites:

- Canadian Technology Human Resources Board (www.cthrb.ca)
- Interprovincial Standards "Red Seal" Program (www.red-seal.ca)
- Ministry of Training, Colleges and Universities (www.tcu.gov.on.ca)
- Ontario Association of Certified Engineering Technicians and Technologists (www.oacett.org)
- Canadian Council of Technicians and Technologists (www.cctt.ca)
- Installation, Maintenance and Repair Sector Council and Trade Association (www.imrsectorcouncil.ca)