Job Title:

Service Technician

Description:

The field service technician is responsible for installation, startup, troubleshooting of equipment during field visits or dispatches to customers’ facilities. Technicians are responsible for managing projects on a day-to-day, and week-to-week basis. This includes diagnosing errors or technical problems, determining proper solutions, and customer support. This position requires travel throughout the country.

Responsibilities:

* Provide service and customer support during field visits or dispatches
* Manage workflow and daily job goals
* Manage all on site installation, repair, maintenance and test tasks
* Diagnose errors or technical problems and determine proper solutions
* Produce timely and detailed service reports
* Document processes
* Operate vehicle in a safe manner
* Follow all company procedures and protocols
* Cooperate with technical team and share information across the organization
* Comprehend customer requirements and make appropriate recommendations
* Build positive relationships with customers
* Overnight travel throughout the country.
* Debug and problem solve in a fast paced environment
* Communicate clearly
* Understand the importance of customer service
* Live somewhere easily accessible to airports
* Manage crew and delegate tasks accordingly
* Other assigned by manager as necessary

Requirements:

* Safety Sensitive position
* Mechanically inclined
* 100% travel
* Ability to troubleshoot, test, repair and service technical equipment
* Ability to work flexible shifts and to adapt to changing work schedules
* Familiarity with mobile tools and applications
* organizational skills
* Basic computer skills

Experience:

* Able to read blueprints
* Technical degree or certification
* Auto mechanic, carpenters, HVAC, engineers
* field service experience (preferred not required)