

Duperon Corporation
SERVICE TECHNICIAN
Job Description

JOB TITLE: **SERVICE TECHNICIAN**

STATUS: Full Time Position – Salary.

SUPERVISOR: Customer Service Manager.

Summary

A service technician is the face of Duperon Corporation in the field. Although this job requires mechanical and electrical skills, you must provide this in service of a customer. The ability to handle potential conflicts (*a variety of pressures including timelines, upset customers, politically sensitive situations*) in the field professionally that reflects the company's motto: "you'll like working with us", is of the utmost importance.

A service tech is expected to travel at least 75% of the time. You are on team to cause what is needed to assure a flawless performance at the customer site. This is a person that loves a challenge, isn't afraid to get their hands dirty and has pride in a job well done. When not traveling, the technician shall be a key resource to service customers via phone, support service orders, work in manufacturing and as well as work with engineering to correct any design issues.

Essential Functions of the Job

Technical Skills:

You will build our products to gain an in depth understanding of them, in order to problem solve at sites or over the phone. Problem solving may involve the support of R&D, manufacturing, engineering, project management and purchasing. In addition to mechanical skills, you will need experience using a multi-meter; including checking voltages, amps and ohms.

Customer Service:

At startup you must provide training to operators that includes; how the equipment is expected to function, how the controls interact with the equipment as well as short and long term maintenance of the products. To problems solve, you must be able to fully hear the customer's issues whether on site or over the phone before assuming what they need. Working with our customers in partnership to find the most cost effective and timely solution.

Administrative Requirements:

Service is an essential feedback loop to the sales, production and product teams. With the knowledge gained from the field, you are required to communicate what is needed for design, process or equipment function issues. Startup reports must be completed within 3 business days after a trip. Although critical issues will need to be solved immediately while on site, you will need to follow up to assure corrective action has been taken to eliminate future issues. Service is a vital role that hears our customer's issues and relays them back to our team so we can best understand their needs.

Job Specification:

1. **Education:**

- a. High School Diploma required. College Degree not required. Journeymen's cards desirable.
- b. Experience in the operation of a wastewater plant or similar processes desirable.

2. **Experience:**

- a. Required: Experience with understanding the interface of input and output devices as related both relay based type control packages and PLC based control packages.
- b. Required: 3+ years of Service Work, Machine Building/Assembly/Manufacturing and demonstrated craftsmanship. Have used tools such as - drill press, cut off saws, hand tools, welders, etc.
- c. Required: Proven "customer-focus" attitude, demonstrates ability to follow up and keep promises – reliable
- d. Required: Computer Proficiency: basic MS Office skills required to generate reports (and AutoCAD helpful)
- e. Required: Literacy and Reading of structural, electrical and mechanical blueprints
- f. Required: Must have a valid driver's license and insurable.
- g. Preferred: Strong presentation skills for training
- h. Small business experience helpful

3. **Skills:**

- a. Organized with ability to plan on-site technical assistance resources: tools, components, etc.
- b. Ability to drive a fork truck and use of tools such as drill press, cut off saws, hand tools, welders, etc.
- c. Able to speak and train to a variety of skill levels; assuring learning has occurred for our customer
- d. Meticulous attention to detail and quality, able to multi-task well and able to prioritize to complete projects on time
- e. Must be able to represent the company's image (consistent with the business motto of "You'll like working with us!")
- f. Ability to manage oneself in high pressure situations and instill confidence such that the customer feels well cared for
- g. Able to follow processes and protocols that manage quality, safety, efficiency and assembly
- h. Must be able to capture and maintain documentation to provide "as installed" detail
- i. Must be self-initiating, independent, have good problem solving skills, work well with a team and have the ability to organize time and diverse responsibilities.

4. **Working Conditions:**

- a. Working within this industry will include both indoor and outdoor work. You will be exposed to all the various conditions of a wastewater treatment plant or other industry sites, including unpleasant odors. Service Technician work is physically demanding and often is performed in dirty locations. Our customer facilities can sometimes operate 24 hours a day, 7 days a week; therefore, service may be required in shifts that work for our customer. This can include weekends and/or holidays.
- b. Current headquarters is in a professional office building in a downtown Saginaw, easy-to-access from I-675.
- c. Must be able to lift 30-50lbs, Able to traverse long distances over uneven terrain, climb stairs, and work in a variety of temperatures and wet environments.
- d. Must be able to kneel, stand or stoop for long periods of time as needed to perform service work.
- e. Customer environments range from remote hydroelectric plants, river and levy systems, wineries or other industrial food processing, wastewater plants, dams and pumps stations. There are certain vaccines/shots that are required along with training in confined space entries, and other safety requirements (including site/customer/contractor specific requirements).
- f. Duperon is a non-smoking environment.
- g. Must pass a pre-employment physical and drug test.
- h. Must be willing to assist in production if needed.
- i. Duperon Corporation provides an excellent opportunity for an individual who is dedicated and looking to establish a successful career. There is unlimited potential for a person who wishes to grow with the business. These opportunities can be realized if the ability and desire to drive ones personal development is present to meet the corporate strategic objectives.
- j. Duperon is a dynamically paced company with a fast-growth strategy – which means that often protocols and processes that were appropriate a year ago are no longer valid. An individual should examine their personal style and preferences to determine if this would be a suitable environment.