**SERVICE TECHNICIAN**

**Job Description**

JOB TITLE: SERVICE TECHNICIAN

STATUS: Full Time Position – Hourly/Non-Exempt 40+ hours a week.

SUPERVISOR: 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 80% 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. Expense reports are to be completed by the 15th. of each month. 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:**

1. 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.
2. Required: Proven “customer-focus” attitude, demonstrates ability to follow up and keep promises reliable
3. Required: Computer Proficiency: basic MS Office skills required to generate reports
4. Required: Literacy and Reading of structural, electrical, and mechanical blueprints
5. Required: Must have a valid driver’s license and insurable and be able to rent a vehicle and/or fly to sites.
6. Preferred: Knowledge or Experience with understanding the interface of input and output devices as related both relay-based type control packages and PLC based control packages.
7. Preferred: Strong presentation skills for training
8. Experienced driving in all types of weather as well as city, mountain, and highway roads.
9. 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:**

1. 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 customers facilities can sometimes operate 24/7; therefore, service may be required in shifts that work for our customers. Hours may include weekend travel and/or occasionally working on a holiday.
2. A driver’s license is required to perform this job and a good driving record must be maintained in order to be covered by our insurance carrier.
3. Must meet the minimum age requirement to rent cars as needed for travel.
4. Physical job requires the ability to climb ladders, stairs, and embankments. You will work in varying temperatures and inclement weather. You will need to be able stand, kneel or squat for long periods of time. You will need to be able to walk long distances and overcome any obstacles that customers sites may have. At times you will need to wear a respirator and enter confined spaces. Customer sites can vary in their level of cleanliness. There are levels of H2S gas in wastewater treatment plants, monitors are provided to assure safety levels are maintained.
5. Must be able to lift and carry up to 50lbs.
6. Pre-employment drug and alcohol screening are done as well as post-accident.