

Job Title	Field Service Technician	Date	8/15/2024
Department	Engineering	Manages Employees	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Reports To	Field Service and Test Manager	FLSA Status (to be completed by HR)	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
Revision	B		
Summary (Main Purpose)			
<p>You will be responsible for inspecting and installing equipment, working with contractors on-site for successful installation of equipment and reporting on project status. Maintain, troubleshoot, and repair customer's equipment as required. Perform in-house testing and documentation.</p>			
Job Duties and Responsibilities (Essential Functions)			
<ul style="list-style-type: none"> • Installation and troubleshooting of low and medium voltage switchgear, ATS's, circuit breakers, protective relays, and control systems. • Provide technical support for field startups, warranty claims and maintenance contracts. • Troubleshoot and assist in configuration of control systems utilizing PLC/HMI control platform. • Travel (occasionally overnight and off-hours) as required to support installation, start up, and maintenance of equipment. • Perform product testing and test results reporting. • Assist with redline drawing updates. • Develops and maintains effective working relationships with manufacturers and vendor representatives. • Resolve customer disputes and inquiries promptly to ensure equitable resolutions to maximize customer satisfaction. • Projects a positive, professional image of the company in all communications with customers, vendors, and suppliers. • Stays current with product updates and code changes. • Develops and delivers training on client applications. 			
Required Skills and Experience (Minimum requirements in terms of educational background, work experience, licenses/certifications or other knowledge, skills, and abilities).			
<ul style="list-style-type: none"> • 3+ years' experience in Field Service role/Electrical equipment testing. • Experience with programming PLCs and HMIs. • Understanding of 3-phase power systems is preferred. Power distribution, AC/DC, Voltage Circuit Theory, and practical troubleshooting skills. • Training in electrical theory and technologies. Understanding of low voltage and/or medium voltage electrical equipment is preferred. • Diesel Power generation related controls and experience, including parallel systems. • Strong background in electrical power including low voltage and medium voltage and experience with most types of switchgear testing. • Reading schematics and blueprints for power control, automation, and customer technical support. • Superior problem solving, project management and analytical skills. • Working knowledge of Microsoft Office products, including Outlook, Excel, Word, PowerPoint. 			

Additional Skills and Experience *(Preferred or helpful)*

- This position requires the ability to sit, and bend or stand for extended periods of time.
- Ability to operate testing equipment safely and effectively.
- Must have the ability to work flexible hours, weekends, holidays, and night work; this includes out-of-town.
- Must carry a mobile phone and be available to take customer calls.
- Must possess and maintain a valid Driver's license in good standing.
- Must possess and maintain a valid United States Passport for international travel.

Due to the nature of our business, there will be occasional additional and/or off-hours work required. Extended periods of additional and/or off-hours work will be discussed between employee and supervisor and compensated either by additional PTO or one-time bonus'.

This description covers the primary purpose and principal duties of the job. It is not designed to be a complete list of all the duties and responsibilities required of this position. Duties, responsibilities, and activities may change at any time with or without notice.

Demands and Conditions Analysis: Field Service Technician

Working Conditions

The essential functions of this job involve the following working conditions.
(Place an "x" in the appropriate box.)

- C = Continuously** 75%-100% of time
F = Frequently 50%-74% of time
O = Occasionally 10%-49% of time
R = Rarely 1%-9% of time
N = Never 0% of time

	C	F	O	R	N		C	F	O	R	N
Environmental						Physical Factors					
Works alone			X			Sitting			X		
Works with others			X			Standing	X				
Customer contact		X				Walking		X			
Shift Work			X			Bending/stooping		X			
Extended Day			X			Squatting/Kneeling		X			
Keeping work pace/deadlines	X					Crouching/Crawling			X		
Performing repetitive tasks	X					Twisting at waist		X			
Noise (decibels) 91				X		Reaching above shoulders			X		
Vibration			X			Reaching below knees				X	
Abrupt temperature changes					X	Lift/carry up to 40 lbs.		X			
Heat (above 85 F)			X			Push/pull to 100 (force)			X		
Cold (below 65 F)				X		Climbing ladders			X		
Wetness				X		Climbing stairs				X	
Dampness				X		Sweeping/mopping				X	
Dryness			X			Operating foot controls					X
Odors & dusts			X			Manual Tasks					
Work with solvents					X	Grasping with one hand	X				
Work acids, bases					X	Grasping with both hands	X				
Work with oils					X	Manipulating with one hand	X				
Work with toxins					X	Manipulating with two hands		X			
Poor ventilation					X	Handwritten communication			X		
Fumes					X	Using keyboard			X		
Mechanical hazards			X			Using hand tools	X				
Electrical hazards		X				Twisting/wringing			X		
Sensory Tasks						Scrubbing/washing/polishing				X	
Seeing close (reading)	X					Scraping				X	
Seeing far (observation)			X			Equipment Operation					
Peripheral vision			X			Driving car / light truck		X			
Seeing colors			X			Driving heavy truck / van					X
Verbal communication	X					Operating forklifts, stackers					X
Hearing speech		X				Operating hoist equipment			X		
Hearing mechanical sounds			X			Operating shop machinery			X		
Sensing odors					X	Operating power tools	X				
Sensing by touch			X			Operating torch					X

