



## Job Description

**Job Title: Service Technician**

Business Unit: <b>Industrial Drying Solutions (IDS)</b>	Department: <b>Operations</b>	FLSA Classification: <b>Non-Exempt</b>
Reports To: <b>Regional Manager</b>	Salary Grade:	Location:
Job Description Revision Date: <b>10/21/2021</b>	Physical Exam Type: <b>Operations</b>	Type: <b>Full-time</b>

### Job Summary

The Service Technician will work closely with the operations and sales team, on the day-to-day needs, to ensure maximum uptime of company rental equipment, delivery logistics, and customer service support.

### Duties and Responsibilities:

- Maintenance and troubleshooting of HVAC, Dehumidification, and temporary heating rental equipment in the shop and in the field. Cleans and tests returned equipment making sure operation and appearance is up to standards.
- Successfully troubleshoots and develops a complete understanding of the operation, function, specifications, capabilities, and controls of IDS rental equipment.
- Customer familiarization and training on operation of rental equipment. Trains authorized operator (and/or customer) on safe use of equipment.
- Installs flexible gas hose on both propane and natural gas applications. Implements proper and safe procedures to check gas connections.
- Excellent customer service skills. Communicates professionally with customers, managers, and sales engineers to schedule deliveries, pick-ups and service calls.
- Coordinates logistics and/or delivers and installs rented HVAC equipment. Maintain detailed records on customer deliveries.
- Safety first mindset. Operates company vehicle safely and maintains a valid driver's license and excellent driving record free from points.
- Attention to detail and committed to providing quality results
- Ability to lift heavy objects
- Excellent interpersonal skills
- Must be available for on-call schedule. Is on call for emergency service and is available on a rotating schedule for emergency service response calls on weekends and evenings.

### Education and Experience:

- 3 plus years of commercial/industrial experience including, but not limited to, HVAC equipment repair, mechanical/electrical troubleshooting, maintenance, repair of diesel and natural NG/LP temporary heating equipment,
- Electrical distribution experience with 3 phases up to 480v
- Rental industry experience a plus
- High school diploma/GED or equivalent years of work experience
- Basic computer skills (MS Word, Outlook, Excel...).

### Travel:

- Position may require travel including overnight stays
- Potential for travel in support of large-scale projects in US