

Position Description

Job Title

Job Title: Installation & Service Technician
Department: Installation & Service
Reports To: National Installation & Service Manager
Prepared Date: 07.02.2018

1.0 Purpose

This position is responsible for installing, inspecting, servicing/repairing equipment in the field while promoting and maintaining an image consistent with Safetech philosophy towards professionalism and customer service.

2.0 Essential Duties and Responsibilities

- Perform independent installation, inspection, service and repair of equipment in the field in an expeditious manner while assuring the customer's needs are met and exceeded. Other duties may be assigned.
- Perform repairs and planned maintenance works as needed. Carry out installations or provide assistance to the installers of new equipment.
- Accurately complete all necessary paperwork associated with field service, repair and installation including work sheets, time sheets, and safety analysis sheets.
- Maintain complete and accurate service vehicle inventory according to the company guidelines and timely compliance with service vehicle, warehouse, tool and equipment maintenance requirements
- Work closely with all other departments in the company.

3.0 Primary Accountabilities

- Timely and proper inspection, repair, maintenance and installation of customer equipment in a manner that exceeds customer expectations and that is consistent with Safetech image as the industry leader in customer service.
- Develop and maintain good customer relations in a manner that exemplifies Safetech image and commitment to customer service.
- Compliance with all company policies and safety guidelines.

4.0 Education and/or Experience

High school diploma or general education degree (GED); or three to five years' experience in repair and service of hydraulic, mechanical and electrical equipment.

5.0 Other Qualifications

- Must demonstrate the ability to work as part of a team and show an aptitude for team leadership exhibited by a strong work ethic and commitment to providing unsurpassed customer service while ensuring teamwork is expressed in all training activities.

- Must possess sound knowledge of hydraulic systems and have a good understanding of electrical and mechanical theory and the ability to adapt this knowledge to troubleshooting and repairing equipment in the field.
- Must demonstrate thorough knowledge of the Customer Service Department Policies and Procedures.
- Must possess a good competency of arc and other welding skills in horizontal, uphill vertical and overhead conditions.

6.0 Special Qualifications

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

7.0 Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

8.0 Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

9.0 Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; and reach with hands and arms. The employee frequently is required to climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, colour vision, peripheral vision, depth perception, and ability to adjust focus.

10.0 Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts, outside weather conditions, and risk of electrical shock. The employee is frequently exposed to high, precarious places; extreme cold; and vibration. The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, and extreme heat. The noise level in the work environment is usually loud.