FIELD SERVICE TECHNICIAN

1. The Role

The role of the Field Service Technician includes installation, troubleshooting, diagnosis, repair, and preventive maintenance of all makes of industrial and residential generators, engines, and related equipment. This position has a high level of customer contact and interaction. This position reports to the Service Supervisor.

2. Essential Duties and Responsibilities

- Executes Field Service Technician’s process
- Handles single/multiple Generator and transfer switch installations (start-up’s), diagnosis, troubleshooting, repairs and maintenance – both mechanical and electrical – All makes and models
- Ability to perform recommended repairs in an efficient manner to keep generator down time to a minimum
- Responsible for attending and participating in factory training on equipment in order to obtain successful completion of factory certification
- Maintain accurate record keeping of all services performed, mileage, expenses, and billable hours
- Able to demonstrate proficiency in trouble shooting and repair of equipment using standard procedures
- Responsible for maintaining a company vehicle and associated inventory in the vehicle
- Required to wear the appropriate safety clothing and equipment as needed to perform job safely.
- A commitment to work outside in the elements and availability to be on-call for emergency situations
- Provides informal leadership to the department incorporating established corporate guidelines (EOS Process)
- Ability to work cohesively with internal and external customers ensuring complete satisfaction with time, service, and delivery
- Continually evaluates current and future processes while being mindful of cost and spending
- A commitment to the Company’s core values of honesty, integrity, hard work, and a positive attitude
3. **Qualifications**

- High school diploma with some college preferred
- 2+ years of established, relevant experience in repair, installation, maintenance, and troubleshooting of generators, engines, or related equipment; Experience with Generac, Cummins, Onan, Kohler, and Cat preferred
- Understanding of Automatic Transfer Switches
- Experience in a fast paced environment
- Highly motivated, results driven, and be able to work independently and make decisions with little guidance
- Skilled in all Microsoft products including Outlook, Excel, and Word
- This position is based in the Upper Peninsula of Michigan location and will require daily travel to work sites

4. **Fine Print**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.