

Job Description

We are looking for a full-time **Field Service Technician I** professional with experience installing and commissioning commercial building systems. As a small-medium sized business in the emerging energy efficiency and renewable energy space, our goal is to grow sales 30% per year and become a national leader. Our national network of engineers and technicians is unique in this field and provides a solid platform for future growth. The ideal candidate will be able to demonstrate exceptional communication and integrity while maintaining a high level of service excellence.

Essential Duties and Responsibilities:

- Install and/or commission control systems for commercial kitchen ventilation.
- Perform site surveys of commercial kitchen ventilation hoods and mechanical systems
- Perform site meetings to coordinate various trades for product installation.
- Write technical reports at project completion for submission to customer.
- Provide technical support to Customers and Contractors to rapidly and thoroughly resolve issues
- Make recommendations for potential service enhancements or modifications to meet the ever-changing needs of the customer base.
- Deliver formal site training to end-users (kitchen staff and site engineers)
- Perform data downloads of Melink equipment and provide immediate analysis for energy verification/optimization
- Any other job duties as assigned.
- 100%+ travel required (regional, national or international)

Qualifications:

- Proficient in MS Office (Excel, Word, Power Point and Visio)
- Requires minimum of high school diploma and four years of electrical and mechanical training or equivalent experience.
- Associates or Bachelors degree in technical field optional.
- Electrical and Controls experience preferred
- Mechanical experience preferred
- Mechanical, electrical, and controls knowledge required
- Superior Customer Service Skills
- Excellent written and verbal communication skills
- High emotional intelligence, positive attitude, and a service leadership philosophy
- High attention to detail, follow-up, multi-tasking, and conflict resolution
- Able to demonstrate a high level of integrity and a penchant for high quality
- Must possess a strong work ethic and a high level of self-accountability
- Able to establish and maintain effective working relationships with co-workers, contractors, and customers
- OSHA 10 or 30 Hour training preferred
- Must pass a driving record check

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.

- Requires ability to walk, climb, stand, carry materials, stoop, kneel, bend at waist.
- Must be able to climb a minimum 30 foot ladder
- Maximum unassisted lift = 60 lbs. Average lift less than 20 lbs.
- Exposed to seasonal weather based on geographic region
- Exposed to moving parts and electricity that require safety protocols
- Exposure to varied travel conditions either driving or flying
- The travel required for this position is 100%.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Design** - Generates creative solutions; Demonstrates attention to detail.
- **Problem Solving** - Gathers and analyzes information skillfully.
- **Technical Skills** - Strives to continuously build knowledge and skills.
- **Customer Service** - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Demonstrates group presentation skills.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
- **Dependability** - Follows instructions, responds to management direction; Keeps commitments.
- **Initiative** - Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.