POSITION DESCRIPTION

TITLE: Field Service Technician Specialist
REPORTS TO: Technical Service Manager

I. Purpose of Position

Responsible for over-the-phone, at site and in-person troubleshooting and repair of Aquafine Equipment.

II. Key Responsibilities

- Working with moderate to no supervision, performs the following duties and responsibilities:
- Responsible for over-the-phone, at site and in-person troubleshooting of Ultraviolet Water Treatment Equipment. This will require up to 80% domestic and international travel. Strives to maximize customer benefit while minimizing Aquafine cost.
- Interacting directly with original equipment manufacturers, distributors, and end-users and/or their contractors throughout the useful life of Aquafine equipment. Works with Aquafine certified distributors that are performing field installations, service visits, maintenance and field troubleshooting on UV water treatment systems.
- Recommends equipment improvements/upgrades through completion of the applicable Engineering Change Request (ECR), based on in-house and field experience, and Voice of the Customer.
- Estimates time and materials relative to technical service issues for management decisions.
- Provide standardized reporting formats utilizing Microsoft Word and Excel.
- Be available outside of normal working hours to handle customer emergency technical support issues.
- Develop and deliver customer quotations for Aftermarket Parts and Services (AMPS), equipment upgrades, and refurbishments.
- Arrange and travel with little notice.
- Internal learning-
- Interact with production and customer service on part identification as well as retrofit and upgrade design specifications.
- Speak and provide technical training in front of a large groups
- Prepare and submit written customer field service reports
- Must be able to manage and complete multiple tasks. Develop tools required to complete tasks, including written and verbal instructions.
- Variations of the above duties may be required depending on conditions of company and department business.
III. **Minimum Qualifications**

The following are the minimum qualifications, which an individual needs in order to successfully perform the duties and responsibilities of this position.

- Valid passport
- Valid driver’s license
- Strong interpersonal skills
- Strong English written and verbal skills
- Spanish speaking preferred

IV. **Education**

High School Diploma required. Associate of Science degree highly desirable, Certificate or training in electronics or other technical subject is highly desirable (or equivalent work history).

V. **Experience and Knowledge**

- Three years technical field service experience working on moderately complex electromechanical industrial equipment from 24 vdc to 480 vac. Experience in a water related field is a plus.
- Background in industrial electrical, mechanical, and hydraulic systems.
- Excellent troubleshooting skills.
- Experience with multiple electrical measurement instruments.
- Experience testing analog and control circuits
- Ability to set-up and conduct field experiments using various sensors (pressure, flow, temperature, etc) and data collection equipment (strip chart recorders, data loggers, computers, etc.)
- Ability to read, analyze and interpret mechanical and electrical drawings.
- Ability to handle tense phone and field situations in a professional and calm manner.
- Ability to define problems collects data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions.
- Proficient with Microsoft Word, Excel & CAD would be a Plus.
- Ability to interact effectively at all levels and across diverse cultures. Must have excellent verbal and written skills.
- Available to travel domestically or internationally to support Aquafine field personnel and/or distributors that are in the field.
- Experience in PLC\HMI equipment – uploading, revising firmware and software
- Experiencing in plc programing a plus
- Industry safety and osha rules

VI. **Physical Demands**
In general, the following conditions of the work environment 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 allow differently-abled individuals to perform the essential functions of the job.

Must be able to see, hear, speak, read and write English clearly in order to communicate with employees and/or customers. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel. The employee frequently is required to stand, walk, reach with hands and arms, and talk or hear. The employee is occasionally required to sit, climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

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

NOTE:

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.