POSITION: Service Technician  (Level 2)  
REPORTS TO: Service Manager  
DEPARTMENT: Service  
STATUS: Non-Exempt

POSITION

Provides technical services for company customers. Travels to site, sets up, diagnosis and repairs equipment, provides education to customer; interfaces with sales, engineering, project management, accounting and administration.

Level 2 – Mid-level position. Can determine root cause of most issues and repair. Configures, sets up and tests systems and equipment. Requires 3-5 years in related field.

ESSENTIAL FUNCTIONS

1. Work with the Project Manager and Engineering toward overall job fulfillment.
2. Perform startup duties on newly installed systems.
3. Provide telephone support and troubleshooting of systems in operation in the field.
4. Provide on-site repairs, maintenance, etc. for systems requiring work in the field.
   a. Provide maintenance services on CPI’s air pollution control equipment that is currently in operation worldwide.
5. Solicit service to existing customer base, under assistance by the SM
6. Assist the PM with ordering tasks and staging tasks as required to effectively ship each job.
7. Assist Engineering/Drafting/PM with AutoCAD drawings
8. Continually sell more to potential customers, negotiate CPI’s benefit with vendors, and best time/travel management to the individual’s and company’s benefits.
9. Timely and accurate completion of all paperwork and electronic entry of documentation associated with position.
10. Follow instruction from Management personnel
11. Contributes positively to company and department goals.
12. Participate in activities to increase personal skill level, overall departmental processes and product quality.
13. Resolve day-to-day issues by working and communicating effectively with others.
14. Other duties as assigned.

MINIMUM EDUCATION, SKILLS & ABILITIES

1. High School graduate or equivalent supplemented by at least 1 year of experience in related field.
2. Mechanical and technical ability to complete work in an efficient manner.
3. Ability to establish and maintain professional and respectful relationships with internal and external personnel.
4. Math abilities including addition, subtraction, multiplication, division and fractions.
5. Good communication skills including the ability to receive oral and written instruction and provide information to customers, employees and management.
6. Working knowledge in Microsoft WORD, EXCEL, OUTLOOK, company systems, etc.
7. Ability to plan, prioritize and organize work for optimum efficiency and output.
8. Initiates and utilizes good judgment in decision making.
9. Ability to solve practical problems and deal with a variety of concrete variables.

MINIMUM PHYSICAL REQUIREMENTS

1. The position requires overnight travel. Travel can be week-long at a time, weekends will be required.
2. Use of hands 100% of time. Sitting and reaching on an ongoing basis.
3. Vision 20/40 with or without correction.
4. Hearing and talking on an ongoing basis.
5. Ability to push, pull lift and carry up to 50 pounds on a regular basis without assistance.
6. Stamina to work an 10 hour workday.