



Field Service Technician

The Field Service Technician is responsible for servicing, troubleshooting, installing and maintaining Single and Three Phase UPS products, batteries and other critical power equipment, including the refurbishing and testing of Company owned UPS systems, while continuing to develop competencies complicated Single and Three Phase UPS systems.

Job Responsibilities:

- Perform required preventative maintenance service to equipment under contract as scheduled.
- Perform initial start-ups.
- Troubleshoot critical power systems down to the root cause and perform repairs with minimum customer downtime or site operation disruption.
- Work with other team members to complete custom and large installation projects.
- Must be able to keep current on new power technologies
- Provide 24/7 on-call emergency services as required.
- Educate customers on basic operation of their equipment, informing them of issues they may experience and the necessary corrective actions.
- Establish, promote and maintain excellent rapport with all customers, co-workers, sales representatives and others as appropriate.
- Maintain and safeguard company-issued tools and equipment.
- Test and maintain inventory as needed.
- Ensure that all parts from inventory are returned and in-stock UPS units are made whole.
- Protect company proprietary information, manuals, and records.
- Coordinate and manage all on-site subcontractors as necessary.
- Maintain personal vehicle in safe and operational condition and maintain current insurance and a valid license at all times.
- Recognize sales opportunities for critical power equipment and other add on products and link potential customers with the appropriate internal and external sales and technical resources.
- Timely and accurate completion of paperwork including field service reports, time cards and expense reports.
- Maintain technical documentation for study and/or review.
- Attend product specific training as necessary.
- Work with Senior Field Service Technician to learn the power industry and develop a broader knowledge of more complicated UPS systems.

Job & Skill Requirements:

- Should possess an Associate's degree in Electrical or Electronic Engineering Technology or a highly related field or have experience servicing, troubleshooting, installing and maintaining critical power equipment or related customer service background.
- Must have a valid driver license
- Must be willing to travel
- Must have a valid passport and be able to travel globally.
- Must be willing to work nights and weekends on occasion.
- Must have knowledge of electronics or networking products and other critical power equipment in the power industry.
- Must be able to perform repeated bending & lifting of up to 100lbs during certain procedures
- Must demonstrate superior problem solving skills.
- Must demonstrate the ability to multi-task and handle fluctuations in service demands.
- Must have strong communication skills and be able to work with people of all levels.
- Must demonstrate superior time management skills.
- Must be able to work independently and in a team environment.
- Must be computer literate and be able to use hardware and software tools to effectively complete jobs and tasks.



Field Service Technician (cont.)

Performance measurements:

- Management observation
- Customer satisfaction
- Ability to complete jobs without repeat visits
- Completion of all assigned tasks and work orders by outlined due dates
- Accuracy of paperwork
- Effective use of tools
- Training goals are met
- Adherence to all posted safety guidelines
- Progression of skill development