



Senior UPS/ Critical Power Field Service / Manager

UPS Senior Technician with a Field Service Manager Track

This position is ideal for a UPS Senior Technician who is looking to transition out of daily field work into an in house technical support and management position.

This position includes working with management in setting the direction of the service department, overseeing the daily functions of field service technicians, including the daily review of field service reports, training, auditing and completing evaluations while being available for technical support for junior techs, responding to and rectifying service related issues that arise, recruiting, delegating on call duties and working with the scheduler in setting up job logistics.

As a leader in the service department this position will respond to and/or supervise complex service jobs.

Job Responsibilities:

- Working with management on setting the direction of the service department.
- Responding to and rectifying all service related issues
- Daily supervision of the field service technicians ensuring that all field service policies are being adhered to
- Heading up weekly service meetings
- Reviewing and approving all service reports
- Reviewing and approving time and expense sheets
- Provide direction and manage work load of field technicians
- Recruiting new technicians as necessary
- Coordinating the training needs of field technicians
- Oversee the operation of the test bay area
- Work with field technicians in troubleshooting critical power systems down for minimum customer downtime or site operation disruption
- Work with other team members to complete custom and large installation projects
- Share in phone support of 24/7 emergency services
- Completing field technician evaluations
- Work with scheduler in sizing up and assigning jobs to internal field technicians and outside sub-contractors
- Establish, promote and maintain excellent rapport with all customers, scheduler, co-workers, sales representatives and others as appropriate
- Protect company proprietary information, manuals, and records
- Identify and communicate with subcontractors as necessary

- Recognize and work with sales on opportunities for critical power equipment and other add on products and link potential customers with the appropriate internal and external sales and technical resources
- Maintain technical documentation for study and/or review
- Attend product specific training as necessary

Job & Skill Requirements:

- Should possess an Associate's degree in Electrical or Electronic Engineering Technology or a highly related field or a minimum of 5 years of experience servicing, troubleshooting, installing and maintaining critical power equipment and or have been in a service management role.
- Must have a valid driver license * Must have a valid passport and be able to travel globally
- Ideal candidate would possess knowledge of Single and Three Phase UPS products and other critical power equipment in the power industry.
- 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.
- Must be self-motivated and be able to develop and execute strategies, give direction to ensure that service goals are being met.
- Must be able to translate business strategies into executable action items to subordinates
- Must be able to delegate, follow-up and communicate feedback to subordinates

Compensation: commensurate with experience

Job Type: Full-time

Job Location: Califon, NJ

Required Experience: UPS Experience, Field Work: 5 years

Required License or Certification: Driver's License