

## Field Service Technician

### Job Summary

We are looking for a self-starter Field Service Technician to join our team in Sweetwater, Texas! The Field Service Technician will drive service success that improves customer satisfaction, maximizes customer retention and increase profitability.

### Duties / Responsibilities

- Provide service and customer support during field visits or dispatches
- Tie workflow to schedule
- Manage all onsite installation, repair, maintenance, and test tasks
- Diagnose errors or technical problems and determine proper solutions
- Produce timely and detailed service reports while documenting processes
- Operate vehicle in a safe manner and use field automation systems
- Follow all company files procedures and protocols
- Cooperate with technical team and share information across the organization
- Comprehend customer requirements and make appropriate recommendations

### Required Skills / Abilities

- Excellent verbal and written communication skills
- Ability to troubleshoot, test, repair, and service technical equipment
- Ability to work flexible shifts and to adapt to changing work schedules
- Familiarity with mobile tools and applications
- Excellent organizational skills and attention to detail

### Education / Experience

- Proven field service experience
- Technical degree or certification preferred

### Physical Requirements

- Must be able to lift up to 15 pounds at a time
- Ability to travel as needed

### Compensation / Benefits

- Salary is dependent upon experience
- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- 401(k) Retirement Plan
- Cafeteria Plan
- Paid Time Off