



Job Description Field Service Technician II

Job Title: Field Service Technician
Department: 3000,3200,3300,9000
Reports To: Service Manager - Shawn Skinner
FLSA Status: Non-Exempt
Prepared Date: 11/4/22
Approved Date:

Summary

The Field Service Technician II is responsible for the repair and maintenance of equipment purchased by customers. They work independently in the Field calling on customers for this purpose.

This individual provides outstanding service to our customers, both internal and external, by following documented policies and procedures for proven service excellence and will provide a positive customer experience for each interaction. The Field Service Technician drives customer satisfaction with timely, thorough, and courteous Service.

Essential Duties and Responsibilities *include the following. Other duties may be assigned.*

ESSENTIAL FUNCTIONS:

- Responds to dispatched service calls, reporting to the customer site within 4 working hours or less, either by phone or on site as directed by customer contact.
- Properly schedule calls to appropriately handle response time.
- Reinforce operator training issues with customer as appropriate.
- Efficiently and accurately completes all assigned service work orders in the range of mechanical repairs to networking.
- Maintains Inventory utilized in the field and in the vehicle.
- Complete information in MobileTech system effectively, following DSI protocol
- Maintains a professional appearance and an engaging, honest, and supportive demeanor when working with customers and co-workers. Subscribes to company dress and appearance codes
- Builds internal and external customer satisfaction
- Maintains knowledge of product features, benefits, and use through continual training
Contacts supervisor when recognizing additional training is needed
- Supports other team members using open communication and solid human relation skills to maintain communication and assistance when needed

- Develops and fosters company values internally and externally
- Successfully completes all assigned Manufacture online and instructor-led Training
- Follows-up with customer requests to meet or exceed customer's expectations
- Invests time and energy proactively in training, attitude, skills, and knowledge improvement.
- Provides mentoring to Field Service Technician I team members.

Requirements & Qualifications

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

High School Diploma or Equivalent; 3 Years of industry experience. Manufacturer certification on one or more equipment lines.

Communication Skills:

Excellent verbal communication and customer service skills; Ability to maintain positive relationship(s) with customers and colleagues; Ability to communicate effectively via telephone, email and in person; Ability to communicate decisions in a clear and positive manner

Mathematical Skills:

Ability to add, subtract, divide, and multiply all units of measure, including fractions, whole numbers and decimals and percentages

Analytical Skills:

Ability to understand problems with two or more variables to effectively solve customer concerns; Ability to make informed decisions on a situation based on evaluating information then making a decision based on the findings

Self-Management Skills:

Ability to prioritize tasks; Ability to take initiative to complete pending tasks; Ability to manage stress and remain calm in difficult situations

Computer Skills:

Effective in working with a variety of software programs with the ability to quickly learn additional software programs; Strong knowledge and skill using MS Office products; Strong keyboarding skills

Driving:

Valid Driver's License, follow driving protocol in accordance with DSI Safe Driver's policy. Must qualify to be added to company insurance

Other minimum qualifications:

Physical Demands The physical demands described here 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 enable individuals with disabilities to perform the essential

functions.

Specific vision abilities required by this job include close vision and the ability to adjust focus and talk or hear for telephone conversations. While performing the duties of this Job, the employee is regularly required to sit, stand, or kneel for an extended period while using hands. The employee is frequently required to reach with hands and arms while using hand tools. The employee must be able to push, pull, lift, and carry 50lbs. The employee will be required to drive both long distances, and in town with multiple stops requiring frequent entering and exiting of the vehicle.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Field Service Technician position requires travel to and from the customer locations across a variety of environments during all seasons of the year. The work is regularly performed in an indoor, temperature-controlled environment.