

JOB TITLE: Field Service Technician, Commercial Dishwashers

REPORTS TO: Service Manager

RESUMES TO: Deborah M. Doud jobs@insingermachine.com

JOB DESCRIPTION:

The Field Service Technician is the company's representative for providing repairs, installation and support to customers primarily in the Pennsylvania, New Jersey, Delaware, New York, Connecticut areas (other states as required).

ESSENTIAL FUNCTIONS:

- Repair and installation of commercial ware washing equipment (i.e. washers, pot washers, garbage disposals, sinks, trays accumulators, tray washers, vegetable peelers and cutters, and automatic scrubbing soak sinks)
- Removal and disposal of commercial ware washing equipment
- Perform simple and complex technical repairs
- Diagnose failures, broken parts or electrical components, end-user abuse, and bad parts on commercial ware washing equipment by phone or in person
- Technical support for end users, service companies, equipment dealers and sales representatives
- Accurate and timely completion of work order forms after each service appointment
- Provide to Service Manager and Parts Manager list of recommended repairs or replacement parts for preparation of quotes and follow-up service appointments for customers
- Demo to end users how to operate, clean, and troubleshoot common repairs for their equipment
- Conduct equipment start-ups on new commercial ware washing equipment in the field in accordance with company procedures
- Conduct site surveys of commercial kitchens and dishwashing rooms for the Sales Department as requested in the field in accordance with company procedures
- Provide assistance to other Field Service Technicians as needed
- Provide technical support by phone when on call during nights, weekends and holidays.
- Conduct emergency repairs and service work during and after normal business hours, including but not limited to evenings, weekends and holidays
- Overnight travel may be required
- Other duties as required

QUALIFICATIONS:

- Excellent customer service and communications skills
- Perform complex mechanical tasks such as wiring, welding, grinding, polishing, using hand tools, diagnosing electrical problems, and plumbing
- Ability to read technical manuals, wiring diagrams and/or mechanical drawings
- May be required to work nights, weekends and holidays when scheduled
- 2+ years previous experience preferred
- Acceptable driving record in accordance with company policy
- Acceptable pre-employment background check and drug screen in accordance with company policy

PHYSICAL REQUIREMENTS:

- Carrying and/or loading items into vans and/or trucks that may weigh 50 pounds from the factory floor, stock room, front office or service cabinet

EEO/M/F/Disability/Vets/Affirmative Action Employer

We are an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, national origin, disability, protected Veteran status, or genetic information