

Field Service Technician

The primary function of the Field Service Technician is to provide field service and technical assistance to customers in areas of installation, startup, maintenance, repair, and modification on power transmission, distribution and generation equipment and systems. Individual must be capable of self-managing assigned projects for electrical equipment, including working knowledge of electrical test and diagnostic equipment.

Equipment includes: transformers, oil circuit breakers, power circuit breakers, metal-clad and enclosed switchgear, protective relays, power cables, substation equipment, motor control centers, medium voltage control, excitation equipment, automatic transfer switches, rotating equipment and AC Drives.

Job Purpose:

Serves customers by testing, installing and servicing electrical systems and products. In addition field technicians are responsible for planning, constructing, and maintaining equipment at customer field facilities.

Duties:

* Serves existing accounts by analyzing work orders; planning daily travel schedule; investigating complaints; conducting field tests; resolving problems.

* Establishes service by studying system requirements; ordering and gathering components and parts; completing installation; performing acceptance tests.

* Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.

* Practices commercial awareness by working with company salespeople to provide excellent customer service and increase the size and profitability of new and existing contracts.

* Keeps personal equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; performing preventive maintenance; calling for repairs.

* Documents service and installation actions by completing forms, reports, logs, and records.

* Maintains customer confidence by keeping service information confidential.

* Updates job knowledge by participating in educational opportunities; reading professional publications.

* Accomplishes operations and organization mission by completing related results as needed.

Skills/Qualifications:

AA Degree or Equivalent Military or Work Experience, Electrical and Electronics Troubleshooting, Analyzing Information , Judgment, Client Relationships, Equipment Maintenance, Reporting Skills, Confidentiality, Quality Focus, Results Driven, Supply Management, Informing Others