

FUNCTIONAL JOB DESCRIPTION

**JOB TITLE:** Service Technician

**DEPARTMENT:** Technical Support Department

**REPORTS TO:** Controls Engineer Manager

**STATUS:** Non-Exempt

**PREPARED BY:** Human Resources

**DATE:** April 2014

**REV:**  September 2014

**SUMMARY:** Plans and coordinates activities concerned with installing equipment, investigates and resolves customer reports of technical problems with equipment, and eliminating future operational or service difficulties. Develops and tests machinery and equipment under direction of engineering and sales. Develops, writes, and edits material for reports, manuals, briefs, proposals, instruction books, catalogs, and related technical and administrative publications in print or electronic media. This position is a front line position to the customer and their impression of WASP’s customer satisfaction for new and existing equipment.  This position includes machine start up support, installation inspections, customer maintenance personnel training, internal WASP personnel machine training, developing service and parts campaigns for equipment upgrades by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

* Sets up and conducts tests of complete units and components under operational conditions to investigate design proposals for improving equipment performance or other factors, or to obtain data for development, standardization, and quality control.
* Documents service and installation actions by completing forms, reports, logs, and records.
* Reviews project instructions and blueprints to ascertain test specifications, procedures, objectives, test equipment, nature of technical problem, and possible solutions such as part redesign, substitution of material or parts, or rearrangement of parts or subassemblies.
* Reviews performance reports and documentation from customers and field representatives, and inspects malfunctioning or damaged product to determine nature and scope of problem.
* Keeps personal equipment operating by following operating instructions; troubleshooting breakdowns; maintaining supplies; and performing preventive maintenance.
* Follows written procedures for troubleshooting and maintenance of mechanical electrical and electronic systems.
* Documents process of technical support form initiation of call through problem resolution of situation including all quality records involved.
* Coordinates problem resolution with engineering, operations, customer service, and other personnel to expedite repairs.
* Maintains rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
* Analyzes reports of technical problems to determine trends affecting future design, production, service, and maintenance processes, and recommends modifications to eliminate future problems.
* Develops service handbooks and bulletins based on field investigations, engineering changes, and overall knowledge of product.
* Studies blueprints, sketches, schematics, drawings, parts lists, specifications, mock-ups, and product samples to integrate and delineate technology, operating procedure, and production sequence and detail.
* Specify system components or direct modification of products to ensure conformance with engineering design and performance specifications.

**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 (OR EQUIVALENT EXPERIENCE):** Associate's degree (A. A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience. Basic knowledge of pneumatics, hydraulics and electricity.

**LANGUAGE SKILLS:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS:** Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, tolerances, percentages, ratios, and proportions to practical situations. Ability to mathematically analyze designs for safety factors, design strength and impact resistance.

**REASONING ABILITY:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**COMPUTER SKILLS:** To perform this job successfully, an individual should have knowledge of Design software; Spreadsheet software and Word Processing software.

**OTHER QUALIFICATIONS:**

Travel to customer site locations to evaluate and diagnose equipment failures that were not resolvable over the phone or computer. Travel plans will try to be planned and coordinated to fit personnel schedules. Unplanned trips will happen due to equipment failures. Planned training trips and equipment commissioning (start up support) trips could be at regular intervals. 50% travel may be expected. All travel costs are covered by WASP.

**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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to stand; walk and talk or hear. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**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.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts. The employee is occasionally exposed to wet and/or humid conditions; extreme cold; extreme heat and risk of electrical shock. The noise level in the work environment is usually moderate.

\*Each employee should be aware that changes in this job description could occur at any time. Also this job description is not to be considered or construed to be a contract of employment.

**APPROVAL** **DATE**

Employee Signature Date

Vice President of Engineering Date