



1617 317<sup>th</sup> Ave.  
P.O. Box 345  
Vermillion, SD 57069

Reviewed 2/2018; revised 3/2018

Department	Service and Warranty		
Job Title	Field Service Technician		
Position Reports To	Manager of Customer Care & Electrical Manager		
<u>Level/Grade</u>	<u>Wage Range</u>	<u>Type of position:</u>	Hours: Open
N/A		<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt

**GENERAL JOB DESCRIPTION**

Field Service:

- Performs on-site and off-site services, trouble shooting, repair and/or installation of company product(s).
- Provides technical support to customers on operational or maintenance aspects
- Provide trip reports upon return from field
- Hold follow up meeting with required personnel to discuss engineering changes and upgrades

Quality:

- Assists with weld inspections to MASABA criteria and documentation
- Assists with final equipment audits to MASABA criteria and documentation

**WORK EXPERIENCE REQUIREMENTS**

- Five to ten years in field service ( preferred in aggregate and mining equipment)
- Significant travel will be required (long hours and weekends if requested)
- Strong customer service and verbal communication skills
- Strong mechanical, electrical and hydraulics systems reasoning skills
- Good judgment and strong critical thinking skills required.
- Must be able to work in high elevations, use extended ladders, lift and carry up to fifty pounds and crawl in tight spaces.
- Valid driver’s license, good driving record.
- Must be able to obtain Passport
- Ability to climb, bend, kneel, crouch or stoop to perform various functions of the position.
- Ability to reach with hands and arms.
- Ability to work independently.
- Must be able to read and understand English.
- Ability to lift and/or move up to 50 pounds
- Ability to work standing on hard surface (e.g. concrete) for long periods of time in hot or cold environment.
- Good hand and eye coordination.
- Good visual acuity.
- Must be able to read and interpret basic blueprints.
- Must be able to perform basic shop math functions and use standard measuring devices.

**EDUCATION REQUIREMENTS**

- High school diploma or GED

**PRE-EMPLOYMENT REQUIREMENTS**

- Pre-Employment Drug Screen
- Health Assessment Questionnaire or medical examination