



Job Title:	Field Service Technician I		
Reports To:	Service Manager	Business Unit:	Equipment
EEO Category:	Craft Workers	FLSA:	Non-Exempt
Position Type:	Full Time/Part-Time	Date (last revised):	6/13/2023

Primary Purpose

This position is responsible for preventative maintenance, inspections, start-ups, upgrades, repairs, troubleshooting, and safe operation of applicable equipment and associated system components to meet the intent of the project requirements.

Essential Responsibilities

1. Observe & troubleshoot applicable systems on site and in project documents. Understand flow diagrams, sequence of operations, combustion reports, and electrical schematics as required.
2. Commission and troubleshoot to ensure proper operation of system/equipment.
3. Provide detailed and prompt service write-ups to communicate work done to both customers and service support team.
4. Coordinate with Service Support team, other technicians, and Service Manager to manage customer expectations, spend time efficiently on jobsites, and communicate project details to fulfil the requirements of the job.
5. Support the validation of complete system functionality and troubleshoot problems with subcontractors and other trades to ensure proper operation.
6. Keep management, sub-contractors, and/or customer informed of job progress and issues.
7. Assist in performing site-specific training for owner/operator on the system/equipment.
8. Adhere to safety standards to a high degree to ensure employee and subcontractor safety.
9. Evaluate existing system and suggest modifications or upgrades when applicable. Coordinate with Sales, Project Management, and Engineering to find solutions for the customer.
10. Become fluent in all vendor applications and software. Attend training as required.
11. Works closely with all departments, management and customers.
12. Perform other duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Requirements

1. Valid driver's license with a clean record.
2. Must be authorized to work in the US.
3. Travel required. Must be able to travel to job sites 100% of the time. Also included is travel to manufacturers for training and office meetings.
4. Must be able to pass pre-employment screenings. Drug testing and background checks are required to work in some of our customers facilities. Testing is done initially upon starting employment, with re-testing occurring as deemed by the customer.

Working Environment

This job operates in both indoor and outdoor environmental conditions. Frequent exposure to extreme cold, heat, noise, vibration, a variety of hazards, and atmospheric conditions in confined spaces. Periods of stress may occur.



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.

1. All physical activities, including, but not limited to climbing, balancing, kneeling, walking, pushing, pulling, lifting, crawling, reaching, standing, grasping, typing.
2. Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

Qualifications

1. High School Diploma or equivalent. Equivalent combination of education (technical school) and experience in the Boiler, Critical Power, or HVAC Industry is a plus.
2. Understanding of electrical troubleshooting and repair skills, ability to read wiring diagrams, mechanical layouts and blueprints is required.
3. Must have or be able to obtain - 10-hour OSHA certification. 30-hour OSHA is a plus.
4. Required experience to have or obtain in the Boiler Industry includes, but is not limited to, burners, combustion controls, system/trap survey, conductivity controls, system metering and system control retrofits.
5. Required experience to have or obtain in the Critical Power industry includes, but is not limited to, Preventative Maintenance, diagnostic/repair, and start-up/warranty of Industrial Generators, Engines, and transfer switches. Knowledge of Generac Generators is a plus.
6. Must have or be able to obtain in the Critical Power Industry – EGSA Apprentice Tech (or equivalent).
7. Required experience to have or obtain in the HVAC industry includes, but is not limited to, general knowledge of Preventative Maintenance, diagnostic/repair, and start-up/warranty of HVACR Equipment. Experience with Vertiv, Munters, DriSteem, VFDs (Variable Frequency Drives), Multistack and/or Samsung equipment is a plus.
8. Must have or be able to obtain in the HVAC Industry - Universal EPA CFC certification, UA Apprenticeship Certificate (or equivalent). NATE or STAR certification is a plus.
9. Be highly motivated and an independent thinker.
10. Must be able to thrive in a fast pace setting and adapt/be flexible in a changing environment.
11. Ability to multi-task, work under pressure and meet deadlines required.
12. Operating knowledge of Microsoft office software and working proficiency with handheld devices, such as Smartphones, iPads, etc.
13. Ability to communicate with customers and coworkers regarding inspection and service findings is required.

Skills and Competencies

1. Action Oriented
2. Composure
3. Customer Focus
4. Dealing with Ambiguity
5. Functional/Technical Skills
6. Integrity and Trust
7. Listening
8. Planning
9. Problem Solving

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**AAP/EEO Statement**

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