

# Field Service Technician

## Job Overview

The field service technician must be able to display "responsible" time management and job tracking skills. Be capable of diagnosing, installing, and repair of grain temperature and hazard monitoring equipment. He/she should have the expertise and experience to use appropriate tools to successfully service Rolfes at Boone's customers and manufacturing equipment.

The technician will need to have strong communications skills with the ability to take direction from Rolfes at Boone's managers. Multi-Tasking is a plus. The technician should be able to demonstrate the ability to work in a safe, professional and timely manner. The technician must be able to diagnose the correct failure mode, using the appropriate technical manual procedures and special tools. Additionally, the technician must be able to perform complete component removal, disassembly, and reconditioning, following industrial standards and Rolfes at Boone's policies and procedures. Finally, the technician must be able to demonstrate and safely operate all devices marketed by Rolfes at Boone's, Inc.

## Essential Duties

1. Must be able to manage and organize the production areas and manage inventory.
2. Must be able to correctly and accurately document daily activities and complete the required paperwork.
3. Must understand and follow all safety rules and regulations in performing work assignments.
4. Perform diagnosis and repair of equipment as required
5. Demonstrate skills to other technicians as required.
6. Perform reconditioning and repair of all systems and components.
7. Prepare all reports and forms required in conjunction with the jobs assignments.
8. Report all work required on equipment and systems to the Rolfes at Boone's office.
9. Participate in all training programs as directed by Rolfes at Boone's and /or customer policy.
10. Maintain a clean and organized working environment including organizing and maintaining service vehicles.
11. Follow all safety rules and regulations in performing work assignments and transportation to / from jobs.
12. Bring to the attention of project managers any shop tools, equipment or vehicle that is not in a serviceable condition or is unsafe to use.

## Desired Skills and Qualifications

1. Strong customer service skills
2. High school diploma (some college is preferred).
3. Must have a good driving record (insurable).
4. 2+ years of experience in related field.
5. Ownership of required hand tools.
6. Electronic diagnostic ability.
7. Ability to perform all tasks without supervision. (Self motivated)
8. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
9. Ability to write diagnosis and work completed on routine reports and correspondence.
10. Ability to use personal computer and various types of diagnostic equipment.
11. Passion and commitment to the overall growth of the business.
12. Overnight travel to jobsite.
13. Some weekends if travel takes you out of state.
14. Basic understanding of IP networks is a plus.