



FIELD SERVICE TECHNICIAN

Position Location: Various Branch Locations

Reports To: Service Manager

Primary Role

Provide timely completion of repairs and maintenance to various heavy construction equipment and machinery at customer locations, according to established procedures, while maintaining good working relationships with customers and co-workers.

Key Accountabilities

- Repair and service machinery for complete customer satisfaction
- Maintain, safely operate, and care for assigned service truck and equipment per company requirements.
- Maintain up to date knowledge of all safety training, product training, and service department goals.
- Complete assigned work with a minimum of re-work.
- Care for and properly and safely use Ascendum owned tools and service equipment.
- Order parts and materials through Ascendum Parts to complete work assignments.

Key Competencies

- Aptitude for repairing, trouble shooting, and servicing equipment .
- Ability to relate well with customers and co-workers
- Ability to communicate well orally and in writing to complete work orders.
- Proven ability to complete work with energy and enthusiasm.
- Customer orientation toward service and building relationships
- Ability to work with limited supervision
- Compatible to working extended hours and varying outdoor environments
- Knowledge of hydraulics, electronics, diesel engines and using laptop computers for diagnostics.

Requirements and Qualifications

- High School diploma and/or trade school completion in appropriate field.
- Ability to drive a field service truck and pass DOT physical requirements and MVR requirements
- Have own set of tools for repairing equipment, as necessary.
- Knowledge of safe job practices & regulations related to MSHA , OSHA and DOT
- Physical demand -Must be able to lift a maximum 75 pounds on occasion.
- Physical demand - Must be able to stoop, bend, climb and crawl without restriction

Ascendum Job Family: CST

Ascendum Functional Area: CST Support

Ascendum Job Level: Service Technicians

Ascendum Job Level Code: 7