



JOB DESCRIPTION

JOB TITLE: Field Service Technician

REPORTS TO: Field Service Supervisor

DEPARTMENT: Customer Care and Quality

JOB SUMMARY:

The Support Technician will develop in-depth expertise in the Company's products, including assembly, installation, maintenance, troubleshooting, and repair. The Field Support Technician will handle telephone troubleshooting, field repairs, general operations questions, and all other duties related to helping Coolerado and Coolerado customers keep equipment in the field maintained and operating properly.

FUNDAMENTAL JOB DUTIES & RESPONSIBILITIES:

- Gain thorough technical understanding of the company's products
- Support inbound call center activities and respond to routine customer inquiries as necessary
- Provide technical support and respond to questions, provide information, and/or application assistance
- Participate in meetings, conferences, and project team activities as requested
- Assist Installation Contractors on initial installations
- Provide warranty work as needed at customer sites
- Review Installation Contractors work, evaluate and report on findings
- Assist in technical training classes as needed
- Other duties as assigned

MINIMUM QUALIFICATIONS OF CANDIDATE:

EXPERIENCE:

- 3+ years' experience in HVAC including successful experience installing HVAC equipment in a variety of commercial facilities
- Proficient in Microsoft office applications to include Word and Excel
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CHARACTERISTICS:

- Drive to succeed and hard working
- Ability to work independently within a team organization
- Establish and maintain effective working relationships.
- Must be able to multi-task, communicate well, and maintain a positive attitude
- Credible and comfortable in dealing with customers

EDUCATION:

- 3 years experience in maintaining and repairing commercial mechanical equipment, such as air conditioners and factory equipment
- Associate degree in Heating Ventilation and Air Conditioning or equivalent
- Additional certifications, training and/or education a plus

OTHER:

Hours: Full time attention to this position is required with the anticipation that work will transcend normal business hours.

Travel: Routine and regular travel throughout the US, especially the Southwest. Valid, non-restricted driver's license required

Company is privately owned and operated and offers medical, dental, 401 (k) with company match, paid holidays and paid vacations.