



POSITION DESCRIPTION

Position Title: Field Technician
Reports To: Field Supervisor
Department: Service

Status: Non-Exempt Salaried
Date Issued: 01/1996
Date Revised: 09/2008

POSITION SUMMARY:

Provides continual Company presence with customers in the performance of the following duties and responsibilities.

DUTIES AND RESPONSIBILITIES:

- Service position with continuous service to internal and/or external customers.
- Inspects and tests fire protection systems to ensure functionality.
- Expected to render all services in accordance with manufacturer instructions, related codes/standards and Company policies and procedures.
- Schedules inspections with customers.
- Provides documentation of inspection for Company records, customer records, authority have jurisdiction and any other entity which may be required.
- Communicates discrepancies, necessary system repairs and other important issues to the customer.
- Provides documentation and accurate information on needed system repairs to the Service Center Manager.
- Follows up on rescheduled inspections and/or service department repairs to systems with the Company or customer to assure the completion of service.
- Markets additional Company services to existing and potential customers.
- Provides on-call availability for customer emergencies and support for special projects as scheduled.
- Responsible for training Technician Trainees as assigned.
- Participates in technical training program to improve job skills.
- Continuously achieves progress on NICET certification for inspection and testing of sprinkler systems.
- Supports other departments of the Company as needed.
- Has and is expected to use the authority to make decisions that will provide successful transactions and satisfy customers.
- Accuracy and timeliness is a must.
- Handles each transaction in a way that positively spreads our Company's reputation.

- Expected to keep our word 100% of the time and work every day until our obligations are met, which may result in overtime.
 - Responsible for completing continuing education necessary to maintain current certifications and/or licenses as required for position.
 - Must continuously adhere to Company's Controlled Substances and Alcohol Standard.
 - Expected to work safely, by using good judgment and following all Company safety policies and work procedures with authority to stop an unsafe act.
 - Performs other related duties as required.
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JOB SPECIFICATIONS

- Must exhibit characteristics consistent with encouraging Team concept.
 - Must possess excellent written and oral communication skills.
 - Must be able to speak, read and write English fluently.
 - Must possess a practical knowledge of fire protection codes and standards.
 - Must provide quality customer service.
 - Must be a self-starter and possess the ability to work alone.
 - Must possess excellent organizational skills.
 - Must maintain a valid driver's license and acceptable driving record.
 - Must handle multiple projects and identify priorities.
 - Must interact well with all levels of individuals, internally and externally.
 - Must maintain a positive and professional demeanor.
 - Must possess the ability to handle change, resolve conflict and solve problems as they arise with minimal direction.
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EDUCATION AND EXPERIENCE:

- High School diploma or equivalent required, plus
 - 2+ years of experience in fire protection systems, plus
 - Minimum Level II NICET certification in desired field required (or the ability to obtain Level II within the first 18 months of employment), OR
 - The equivalent combination of education and experience.
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PHYSICAL REQUIREMENTS:

- Must be able to lift and move objects weighing up to 50 pounds, work from heights above 10 feet, and work in confined areas.
- Must be able to stand for long periods of time.
- Must be able to lift, crouch, reach, handle, push and pull.
- Must be able to drive a vehicle.
- Must be able to travel and stay out of town as needed.

- Must be able to operate and efficiently use measuring instruments and gauges and assorted industry related devices.
- Must be able to work in extremely cold and extremely hot temperatures.
- Must be able to work while exposed to loud sounds and noise levels.

Team Member:

Name

Signature

Date