



Position Title: Field Service - Intermediate Technician (Level 2)	Department: Field Service Team	Reports To: TBD
Level: Entry	FLSA Status: Hourly Non-Exempt	Supervisory Requirements: N/A
Position Summary: The Field Service Technician travels to various sites to troubleshoot equipment problems and start up new systems. This role's major responsibility is to repair and maintain all makes and models of fluid handling systems.		
Essential Functions:		
<ul style="list-style-type: none"> • Work with customers to train new customers on use and maintenance of their systems at the start up as well as maintaining and fixing any issues existing customers experience with their system. • Maintain, repair, upgrade, assemble, modify, commission, and provide training on all types of water systems including building of Burt Process systems in house as well as fixing existing customer systems. • Safely travel to/ from job sites. • Provide the customer with on-site support for various activities (including: start up / training / calibrations / panel modifications / wiring installation /as well as site visits for quotes). • Support the customers in problem solving over the phone when necessary. • Complete all paperwork in an accurate and timely manner. • Support all in house repairs and the shop (including skid wiring and plant maintenance). • Perform calibrations, pump installations, pump repairs, and troubleshooting of equipment in a safe and efficient manner. • Verify travel arrangements with manager when they are subject to change. • Ensure work quoted on service ticket is the work being performed on site. • Comply with all safety training (when applicable to position) including: Hazardous Material, Lock Out Tag Out (LOTO), Confined Space, CPR, Respirator Training 		
Knowledge & Skills:		
<ul style="list-style-type: none"> • Problem Solving /Logical thinking • Troubleshooting • Multi-tasking • Time management • Follow-through • Detail-oriented • Technical Capacity • Excellent Written and Verbal Communication • Self-starter/Self-directed • Team- oriented 		
Minimum Qualifications:		
<ul style="list-style-type: none"> • High School Diploma (required) • 2-3 years of experience in industry • General electrical aptitude (preferred) • Familiar with plumbing guidelines (preferred) • Knowledge in building and troubleshooting electrical panels and systems. • Ability to read and understand electrical blue prints • Ability to use measuring, power and hand tools safely and effectively • Familiar with PLC programming (preferred) • Knowledge of electronics, electro-mechanical equipment. • Experience in welding 		
Physical Requirements:		
<ul style="list-style-type: none"> • Travel required 90% of the time on average. • Typical manufacturing shop setting. • Exposure to industrial conditions when working in customer's facilities and shop. • Must be able to handle varying levels of stress. • Routinely use standard office equipment such as computers, phones, copiers, printers, etc. 		
Environment:		
<ul style="list-style-type: none"> • Typical manufacturing shop setting. • Exposure to industrial conditions when working in customer's facilities and shop. 		



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All duties and responsibilities are essential job functions and requirements of this position. These are subject to possible modifications to reasonably accommodate individuals with disabilities. To perform this job successfully, the team member(s) will possess the skills, aptitudes and abilities to perform each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skill and abilities for this position. This in no way states or implies that these are the only job duties to be performed by the team member(s). Team member(s) will be required to follow any other job-related assignments, instructions and duties instructed by authorized personnel.

This document does not create an employment contract, implied or otherwise other than an "at will" relationship.

Employee Signature: _____

Employee Name (Printed) _____ Date _____

Manager Signature: _____

Manager Name _____ Date _____