

## **FIELD SERVICE TECHNICIAN**

### **Job Summary:**

Under minimal to no supervision, troubleshoot and repair electrical equipment, controls, circuits, and instrumentation at field locations. Communicate the status of projects to internal departments and customers.

### **Functions:**

- Act as a company representative to contractors and customers.
- Setup and startup various instrumentation and electrical devices including PLC's.
- Review project electrical schematics and diagrams prior to going out into the field to ensure proper application and installation of equipment.
- Effectively diagnose problems and perform necessary repairs including the replacement of defective parts, electrical wiring and panel modifications, and troubleshooting.
- Make knowledgeable recommendations to customers on equipment repairs.
- Establish service by studying system requirements; ordering and gathering components and parts; completing installation; performing acceptance tests.
- Maintain rapport with customers by examining complaints; identifying solutions; suggesting improved methods and techniques; recommending system improvements.
- Prepare drawings and program modifications for final documentation.
- Complete customer service reports per project to ensure service requests are being completed, tracked, and monitored.
- Update internal departments and Field Service Manager on project status.
- Maintain copies of calibration sheets and loop forms for all site start-ups.
- Maintain contact with customers on assigned projects.
- Communicate start-up progress to Field Service Coordinator and/or Field Service Manager and other internal departments.
- Train customers on system operations and capabilities including preparing training materials.
- Required to be on call at least two weeks annually.
- Perform all other duties as assigned.

### **Education and Experience:**

- High School or GED and experience required or
- Associates degree in electronics or related field
- 1 year of technical field experience or related field.

### **Knowledge and Skills:**

- Excellent communication skills: verbal and written.
- Knowledge of technical report writing.
- Knowledge of electrical and electronic principles, calibration standards, and basic components.
- Knowledge of electronic and electro-mechanical devices.
- Knowledge of troubleshooting electrical devices, PLC control panels and programs.
- Understanding of electrical controls, P & ID diagrams, and instrumentation loop.
- Ability to read and understand electrical drawings.



- Knowledge of MS Office (Word, Excel, Outlook, Access).
- Knowledge of Tesco products, parts, and services.

**Training and License Requirements:**

- Successful completion of Tesco Controls, Inc. general safety training within first 180 days of employment.
- Must have a valid class C California driver's license and insurance.
- Confined space training
- Fall protection training
- Arc Flash training

**Physical Demands:**

- Lift up to 50 lbs. unassisted.
- Regularly required to sit, stand, bend, kneel, and reach.
- Required to use various hand tools and calibration instruments.
- Regularly required to walk for long periods of time.
- Regularly required to drive at least 50 miles to job sites.
- Ability to climb ladders and stairs (at least 20 feet high) using proper safety equipment.
- Ability to enter into confined spaces.

**Work Environment:**

- Work performed in an office environment.
- Work performed indoors /outdoors at construction sites, water, and wastewater treatment facilities.
- Work safely around high voltage equipment
- Required to travel to off-site locations and stay overnight as needed.
- Ability to work in all types of weather conditions.