***REPORTING RELATIONSHIP & FUNCTIONAL ROLE***

This position reports functionally to the Field Service Manager and administratively to the Production Manager. The Field Service Technician position has two levels each with slightly different requirements in education and/or experience.

***REQUIREMENTS & CONDITIONS***

* ***Education:*** High School diploma or equivalent; Preferred: Trade school or other certifications.
* ***Experience:*** There are two levels for the Field Service Technician, each building on the other as follows:
  + The uncertified Field Service Technician has 3-8 years of experience and does not have any specialized hydraulic certification.
  + The Senior Field Service Technician has 8+ years experienced and has specialized hydraulic training/ or other certified schooling.
* ***Skills, Knowledge, Abilities:*** Know basic tools, average to good math skills (fractions), basic computer skills, read and understand hydraulic/electrical schematics with the ability to troubleshoot.
* ***Character Traits:*** 
  + Team oriented and spirited
  + Dependable
  + Integrity
  + Strong interpersonal and communication skills (both written and oral)
  + Organized
  + Able to handle multiple assignments with strict deadlines
* ***Physical Requirements:*** Standing, sitting, climbing, walking, crouching, stooping, twisting, and bending. Must be able to pass physical fitness safety training
* ***Working Conditions/Environment*** Customer jobsite and shop conditions (no central heat or air condition); outdoor work required; uniforms supplied. Some projects are subject to harsh environmental work conditions.

***RESPONSIBILITIES AND JOB DUTIES***

***Responsibilities:***

* Operating and inspecting assigned equipment including but not limited to forklifts, vehicles, tools, and/or cranes.
* Assist/perform evaluations, repairs, and/or new builds per the job traveler, procedures, drawings, and verbal instructions.
* Assist/perform the assembly process and testing of hydraulic power units, lube systems, and components as per customers request, procedures, drawings, and verbal instructions.
* Complete Field Service Paperwork; timesheets, JSA, Delivery Tickets, etc.
* Direct Contact with Customers, OSS, ISS, etc.
* Assist with maintenance inspections of field service equipment, while making necessary repairs.

***Administrative/General:***

* Assist in the development, review, and maintenance of processes, procedures, and guidelines.
* Assist in special projects as assigned by the Field Service Manager.
* Subject to other duties and/or projects as assigned by CFI Management.

Reviewed and Accepted by:

Employee: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_