

JOB DESCRIPTION

Job Title: Field Service Technician – US, West Coast, preferably CA

Department: Lifecycle

Reports To: Product Manager or Field Service Manager

Status: Non-Exempt

Date Issued: August 2022

SUMMARY:

Responsible for installation, troubleshooting, repairs, and maintenance of water treatment equipment at customer locations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Carbon Services Activities including preparing for and executing carbon exchange services.
2. Conduct Site Acceptance Testing (SAT).
3. Conduct Onsite Operator Training.
4. Provide technical support for operating systems and equipment.
5. Establish and maintain a respectful working relationship with all clients. Aim to be seen as a reliable and knowledgeable resource to all clients.
6. Diagnose mechanical and electrical equipment failures and determine proper solutions.
7. Travel to site via vehicle or air flight, including driving company vehicle and towing required equipment.
8. Promote Newterra's services for repeat site visits and routine maintenance.
9. Complete warehouse duties such as inventory, assembly, shipping and receiving as needed.
10. Ensure all schedules are met, set expectations early as schedule risks are identified.
11. Issue commissioning report per the company defined process.
12. Other duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES:

- Describe operation of water systems to customer, actively participates in both administering and receiving technical training.
- Adhere to the company processes as detailed in Newterra's Business Management System (BMS) and bring forward ideas for continuous improvement.
- Responsible for completing all assigned training applicable to your position in the applicable timeframe.
- Maintain a clean, orderly, and safe workspace.
- Responsible for performing duties in a safe manner and promoting safety to others in accordance with Newterra's safety policies and procedures. This includes reporting all safety concerns, equipment malfunctions, near-misses, and incidents to their manager immediately.
- Adhere to the company processes as detailed in Newterra's online systems and programs and bring forward ideas for continuous improvement.
- Complete all responsibilities while ensuring adherence to Newterra's Delegation of Authority.

The information listed above is not comprehensive of all duties/responsibilities performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

MINIMUM QUALIFICATIONS:

- High school diploma, technical trade certificate, electrician, millwright, or equivalent experience.
- Understanding of PLC programming and HMI logic (Allen Bradley, Automation Direct, Schneider, Honeywell).
- Water treatment process knowledge (Media, MBR, RO, UF, Chemical Systems, etc.), preferred.
- Experience in installation, repair, and maintenance of industrial equipment (piping, valves, pumps, etc.)
- 3-5 years' experience troubleshooting mechanical and electrical problems.
- Valid driver's license with clean driving record.
- Valid passport for travel as needed.
- Forklift certification with 3 years' experience, required.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Experience with independent travel preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent verbal and written communication skills.
- Motivated self-starter with result driven approach.
- Proven mechanical aptitude.
- Ability to travel 50% of the time.
- Capable of actively listening and following direction and instructions.
- Detail oriented with ability to creatively solve technical challenges and manage timelines.
- Strong decision-making skills.
- Ability to work collaboratively with others to achieve a common goal.
- Positive attitude with a desire for growth and success.
- Excellent customer service skills.
- Must be able to lift 50lbs.

PHYSICAL DEMANDS:

Use of hands to control, handle and operate equipment. Accurate hand/eye coordination. Finger dexterity, as well as hand strength, with the ability to grasp, lift, push and pull. The ability to quickly and repeatedly adjust controls of equipment to maneuver or position. Work involves stooping, bending, kneeling, crawling, standing, walking, or sitting for long periods of time. Lifting objects up to 50 pounds.

WORK ENVIRONMENT

Work environments vary based on service locations and may be indoors or outdoors. Exposure to hot or cold temperatures, inclement weather, noise, machinery, hazardous materials, dirt, dust, debris, or fumes. Company safety standards must be always followed.

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