

FIELD SERVICE TECHNICIAN

A Field Service Technician's duties and responsibilities consist of providing technical repair and maintenance services to both All-Lift, Ltd. clients and the company's rental fleet, supporting the service operations of the branch they are based out of. The technician efficiently diagnoses and repairs all service requests, working closely with service and parts personnel at the branch to ensure parts orders and estimate requests are processed expediently. Maintenance and inspections are conducted to the company's high standards, and findings of needed repairs and failed inspections are clearly communicated to the customer, accompanied by the technician's professional recommendations to resolve these issues. The technician must have the ability to communicate effectively via phone and email, and through these channels ensures that the status of all service requests is communicated with both clients and the dispatch department in a clear and timely manner.

Responsibilities:

- Respond to dispatched calls
- Troubleshoot and diagnose equipment
- Repair equipment to quality standards
- Perform scheduled maintenance and LDIs
- Obtain and submit work orders
- Provide detailed information on parts needed
- Support dispatch in tracking parts order status
- Review open work orders/WIP on a regular basis
- Follow all warranty procedures
- Monitor van stock
- Maintain a clean working environment
- Attend all scheduled meetings and training sessions

Requirements:

- 5+ years of repair/maintenance experience on material handling equipment
- Thorough mechanical knowledge on a variety of material handling equipment
- Own an extensive set of repair tools – some are company provided
- Excellent time-management skills
- Ability to multi-task and prioritize assignments
- Attention to detail and problem-solving skills
- Excellent written and verbal communication skills
- A willingness to learn and grow
- Be a team player with a positive attitude
- Training certificates on relevant equipment a plus