



JOB DESCRIPTION - Field Service Technician

H₂O Solutions, Inc. is searching for a Field Service Technician to join our corporate facility located in Telford, PA. The field service technician will provide assistance with installation, troubleshooting, repairs and maintenance of water treatment equipment at multiple customer locations. The key responsibilities of the field service technician are to perform routine system maintenance, effectively assist with identifying problems as they occur, and take appropriate steps to solve them. This includes performing the repairs or referring more complex issues to management.

Hourly position is full-time with complete benefits: Medical Coverage, Vacation, Holidays etc.

New personnel are hired on a 90 day probation period with drug testing, background checks and valid driver's license required.

Preferred Qualifications:

- HS Diploma, although an Associate's Degree or vocational technical training is strongly desired
- Two years experience in installation, repair, and maintenance of industrial equipment (pumps & motors). Candidates with a two-year vocational or technical degree with less than two years experience will also be considered
- Industrial water treatment experience helpful, but not necessary
- Clean driving record
- General plumbing and electrical knowledge
- Strong technical aptitude in the following areas is recommended: electrical, mechanical, and chemical.
- Must be able to lift 50 lbs. on a daily basis
- Self-motivated, results-oriented, organized, energetic, proactive, and capable of staying cool under pressure.

Detailed Job Description:

- Delivers and installs deionizer and carbon cylinders (DI & Carbon tanks can weigh 50-300 lbs.), water systems and associated supplies at customer's sites. Technician must be able to follow instructions on drawings, manuals and standard operating procedures. Individual will also need to use different tools (pallet jack, adjustable wrenches, pipe cutters, etc.) for daily work. Handcart is provided for tanks and materials weighing 50 lbs. or more.



- Operates company vehicles. Technician needs to keep vehicle, tools and parts in a neat and orderly fashion. Individual will also perform daily safety checks of vehicle, keep daily driving log and ensure that vehicle is kept in good operating condition.
- Performs preventive maintenance, quality checks, instrument calibrations and sanitizations of pure water systems, insuring customer understanding and satisfaction with work performed.
- Troubleshoots and repairs water treatment equipment. Spare parts, filters and tanks to be kept on truck at all times.
- Completes required information on service orders (resistivity & meter readings, batch #'s for all tanks) and other documentation in professional and neat manner. Understands and practices good customer relations and exhibits proper behavior at all times.
- Can describe operation of water systems to customer, actively participates in both administering and receiving technical training. Individual will be expected to be proficient in mechanical plumbing skills, water chemistry, membrane chemistry, maintenance and working knowledge of electrical and control principles of company supplied systems.
- General work hours are 7:30am to 4:00 pm with a willingness to work overtime as required including call out for emergency service outside of normal working hours. Also required to have company provided cell phone and be on call at specified hours. Individual must be dependable, honest and detail oriented.

Benefits:

- Health insurance
- Vision insurance
- Dental insurance
- 401(k) matching
- Employee assistance program
- Life insurance
- Paid and Sick time off

License/Certification:

- Driver's License (Required)

Work Location: Telford, Pa