

Field Service Technician



Full Job Description (Darien, WI)

Ligchine, a global leader in manufacturing concrete screeds, is seeking to add a self-starter Field Service Technician to deliver the desired customer service experience. Candidate will drive service success that maintains customer satisfaction, maximizes customer retention, and increases company profitability.

Responsibilities

- Provide service and customer support during field visits, dispatches, or through communication via voice calls, messaging, and e-mail.
- Manage on site installation, repair, and test tasks
- Diagnose errors or technical problems and determine proper solutions
- Produce timely and detailed service reports
- Perform equipment demonstrations and training to company standards as needed
- Document processes
- Operate service vehicles in a safely manner
- Follow all company's filed procedures and protocols
- Cooperate with service team and share information across the organization
- Understand customer requirements and make appropriate recommendations/briefings
- Build positive relationships with customers
- Tie workflow to schedule
- Other duties as needed

Minimum Requirements

- Proven field service experience
- Available for potentially extensive travel with short or same day notice
- Available for service/troubleshooting calls at all hours, as required.
- Ability to troubleshoot, test, repair, and service technical equipment
- Ability to work flexible shifts to adapt to changing work schedules
- Familiarity with mobile tools and applications

Preferred Qualifications

- Construction, surveying, or concrete experience
- Technical degree or certificate
- Driver's License (Required)
- High school or equivalent (Preferred)

This position is salaried with competitive benefits package. Position availability is immediate.

Job Type: Full-time

Pay: From \$55,000.00 per year

Supplemental Pay:

- Bonus pay

Benefits:

- 401(k)
- Dental insurance
- Flexible schedule
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- Day shift
- Monday to Friday
- Night shift
- On call
- Overtime

Education:

- High school or equivalent (Preferred)

License/Certification:

- Driver's License (Required)

Willingness to travel:

- 75% (Required)