



POSITION DESCRIPTION:

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Field Service Technician

Classification – Exempt

Location – Darien, WI

Reports to – Senior Service, Quality, and Logistics Manager

Date – 03/02/2026

POSITION DESCRIPTION

Ligchine has always been a global leader in concrete screeds, but we're growing fast. By bringing new companies and technologies into our portfolio, we're becoming a broader force in the construction equipment industry. As we expand, we need a Field Service Technician who is ready to grow with us and deliver the kind of service our customers rely on.

This role is about more than just turning a wrench. You'll be the face of our evolving brand on job sites, ensuring our customers stay productive and profitable. If you're a self-starter who thrives on variety and enjoys being the person who saves the day, you'll be a perfect fit for where we're headed.

PRIMARY RESPONSIBILITIES:

1. Provide critical, around-the-clock technical support through a 24/7 on-call rotation.
 - i. (After Hours and Holiday Rotation)
2. Stay on top of your own calendar to make sure customer repairs and factory tasks get done on time.
3. Manage on site installation, repair, and test tasks
4. Troubleshoot issues over the phone and determine if the issue needs to be elevated to an in-field visit.
5. Use tools to make repairs in the field, at customer's facilities or in the factory.
6. Produce timely and detailed service reports
7. Develop and promote customer relationships with the objective of gaining a clear understanding of the customer needs and a means to satisfy them.
8. Coordinate sending replacement parts to customers.
9. Communicate known component issues to supply chain and quality/engineering and coordinate finding a solution.
10. Provide in-field training and service work as required.
11. Traveling up to 50% (home on weekends and occasional international trips)
 - i. Company Credit Card Provided
 - ii. Ability to operate a company vehicle
12. Act as a professional brand ambassador for Ligchine, whether you're in a customer's shop or on a job site.



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OTHER DUTIES/RESPONSIBILITIES:

1. Manage service expenses and travel budgets responsibly
2. Oversee the rework of used equipment (customer owned and trade in). Inspections, documentation, hands on repairs and picturing.
3. Customer follow up with calls, surveys and information collection.

JOB QUALIFICATIONS

Knowledge:

1. **Mechanical Aptitude:** You need a solid working knowledge of hydraulics, electrical systems, and machine control components. If you've spent time troubleshooting capital equipment, you're on the right track.
2. **Industry Savvy:** We'd love it if you have flatwork experience or have operated a laser-guided screed. If you come from the rental or civil construction industries, you'll speak our customers' language.
3. **Communication:** You'll be the voice of the company for customers and coworkers. You need to explain technical fixes clearly when a customer is stressed on a high-pressure job site.
4. **Diagnostic Proficiency:** Ability to read and interpret electrical and hydraulic schematics.
5. **Ligchine Equipment Knowledge:** It's a big plus if you're already familiar with Ligchine products and their systems, specifically screeds, road wideners, placers, and buggies.
6. **Machine Control:** Familiarity with these systems is a definite plus. We're looking for someone who can hit the ground running with the tech we use.

Certificates and Licenses:

Maintain a valid driver's license.

WORKING CONDITIONS AND SAFETY:

To do this job well, you'll need to be comfortable working in a hands-on environment. Here is a breakdown of what your typical surrounds look like and the gear you'll need to stay safe.

The Environment

This role offers a lot of variety, which means your workspace changes depending on the task. You'll spend significant time at a desk—managing parts logistics, creating training content, and troubleshooting with customers over the phone. Other days, you'll be on the shop floor or out at a job site in the elements (heat, cold, or rain) getting your hands dirty. You should be just as comfortable navigating a laptop as you are a toolkit.

Safety Requirements



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Your safety is a priority, so we have a few non-negotiables when you are in the shop or visiting a customer's site:

- **Head and Eye Protection:** You must always wear a hard hat and protective eyewear.
- **Footwear:** Safety shoes are required to protect against workplace hazards.
- **Visibility:** You'll need to wear high-visibility (hi-vis) clothing or vests to ensure you are easily seen by others and equipment operators.
- **Hearing Protection:** The shop and equipment areas can get quite loud. You'll need to use ear protection whenever the noise levels pick up.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this Job, the employee is regularly required to sit; use hands to handle or feel; reach with hands and arms.
2. The employee is regularly required to stand and walk.
3. The employee must frequently lift and/or move up to 50 pounds.
4. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.