



Field Service Technician - USA

DESCRIPTION

The Field Service Technician is responsible for providing advice, training and problem solving for the users of Tread's equipment.

SPECIFIC RESPONSIBILITIES

- Commissioning trucks for use at a customer's site; training users on the equipment and technology
- Performing maintenance and repairs on equipment; troubleshooting equipment malfunctions
- Initiating sales for aftermarket parts, truck equipment and service work; providing quotes; making judgments on warranty service
- Developing and documenting technical reports; analyzing test data; interpreting manufacturing data and engineering drawings as needed
- Establishing strong relationships with customers, serving as a resource to them.
- Calling on new accounts to increase customer contact and promote Tread
- Participating as an instructor at Tread training school and on-site customer training
- Representing Tread at industry seminars and conferences

PERSONAL ATTRIBUTES

- Adheres to schedules and commits to meeting deadlines (Reliability)
- Displays a high degree of accuracy and attention to detail (Competency)
- Takes initiative to improve processes and solve problems (Innovation)
- Understands priorities and applies an appropriate sense of urgency to fulfilling them (Prioritization)
- Demonstrates ability to minimize distractions in order to maximize productivity (Focus)
- Communicates effectively in a professional and personable manner (Communication)

EDUCATION and SKILLS REQUIREMENTS

- PROMOTE AND PRACTICE PROPER SAFETY PROCEDURES AND CORRECTLY USE PPE AT ALL TIMES
- Troubleshoot, diagnose and repair Tread equipment at the customer's site; communicates with customers directly to determine the cause of equipment malfunctions, advise customers for resolving issues and schedule repairs
- Ability and knowledge to use tools such as welders, drills, hand tools, hydraulic flow meters, electrical multimeters, etc.
- Understands mechanical motions and their relationships with hydraulic, pneumatic and electrical DC power; understands how electrical components (solenoids, motor sensors, switches, relays and PLCs) interface and control hydraulically driven devices
- Working knowledge of hydraulic systems, gear and pressure compensated, load sense pumps; ability to interpret hydraulic schematics; capable of calculating flow, pressure speed and volume data for hydraulic components and make calibrations and unit conversions
- Customer focused, responding to customer needs and developing rapport with customers through effective communication, interpersonal skills and professionalism

- Ability to teach and train users on the functions of Tread’s equipment and technology
- Must be able to perform each essential duty at a high level, thrive under tight deadlines and pressure from above and simultaneously manage several projects at a time

REPORTING RELATIONSHIPS

Reports to Global Field Service Manager

Employee Signature

Date

Supervisor Signature

Date