



## Lead Service Technician Job Description

Sheet Metal Inc., a locally owned business is looking for a **Lead Service Technician**. We specialize in full service mechanical solutions which include engineering, coordination, prefabrication assembly, construction, service and maintenance.

The **Lead Service Technician** role is to provide direction and technical support for other service technicians, as well as providing services required by the customer and managing staff to accomplish tasks.

### Responsibilities

- Perform repair calls on commercial / industrial HVAC equipment.
  - Represent the company by serving as direct customer contact.
  - Identify, analyze, diagnose and troubleshoot systems at the customer's location.
  - Perform preventative maintenance, site surveys, and replacement modifications as needed or requested by customers.
  - Complete work orders and review with customers for accuracy.
  - Troubleshoot HVAC equipment to determine the cause of failure.
    - Determine the time and material required to make the repair, obtain an estimate of the cost to complete the repair and obtain the customer's authorization to complete the repairs. Assist in estimating costs and preparing quotes for customers as needed.
  - Complete repairs to MCI standard of quality.
- Perform start-up of new commercial / industrial HVAC equipment.
  - Obtain scope of work.
  - Acquire literature and knowledge of units.
  - Perform equipment start-up following manufacturers' procedures and complete start-up logs.
  - Identify any deficiencies, obtain warranty authorization if required, and complete repair.
- Perform scheduled maintenance on commercial / industrial HVAC equipment.
  - Obtain scope of work.
  - Source scheduled maintenance materials.
  - Plan execution to obtain maximum efficiencies.
  - Complete scheduled maintenance.
  - Complete documentation detailing the maintenance performed, review with customer and obtain their approval.
- Perform new equipment installation.
  - Obtain scope of work and review with sales staff.
  - Source installation materials.



- Plan execution to obtain maximum efficiencies and coordinate with sub-trades.
  - Complete installation to meet the estimate.
  - Perform equipment start-up following manufacturers' procedures and complete start-up logs.
  - Identify any deficiencies, obtain warranty authorization if required, and complete repairs.
  - Review work completed with the customer and provide training on equipment.
- Respond to emergency maintenance requests, including after-hours service, overtime, and on-call work.
  - Complete work orders, warranty claims, and other administrative tasks.
  - Traveling to job sites in the service area and working with dispatch to ensure schedule is maintained.
  - Coordinates with team leader/project manager and customer to precisely understand requirements for all on-site installation and repairs by forecasting issues, gathering materials and synchronizing on-site work.
  - Provide technical assistance to our Technicians and Apprentices in a positive manner, including providing training and development.
  - Provide customer service and maintain good customer relations.
  - Adhere to all safety policies and procedures.
  - Attend all required company meetings and perform other duties as assigned.
  - Other duties as assigned.

### **Qualifications:**

- Minimum of 7-10+ years of hands-on experience in the HVAC trade as commercial service technician.
- High school diploma or equivalent.
- Possession of a valid Alaska driver's license & satisfactory driver record.
- Ability to travel as required.
- Ability to work flexible hours when necessary. Position is based on a rotational schedule.
- A pre-employment background investigation and drug test may be required.

### **Knowledge, Skills & Proficiencies:**

- Completion of an HVAC Apprenticeship Program and appropriate state license (current Journeyman or Master's License).
- Advanced HVAC Training and Manufacturers Training.
- Ability to read and understand plans and specifications.
- Know and understand all facets of the techniques used for Heating, Ventilation, and Air Conditioning service and installation.
- Competent at diagnosing refrigeration systems, air distribution systems and equipment controls.
- Operating knowledge of Microsoft office software is preferred.
- Working proficiency with handheld computer. (i.e., Smartphone, iPad)
- Able to quickly adapt to new and different HVAC interface software.



- Professional demeanor, including ability to interface effectively with other technician, vendors, and clients.
- Interface effectively, ethically and professionally with all levels of staff: internal and external executives/managers, internal and external professionals, owners and their staff, line employees, subcontractors, vendors, etc.
- Communicate effectively in English (verbal and written)
- Uses time effectively and efficiently; sets priorities.

### **Working Conditions and Physical Effort**

- Requires physical work; lifting, pushing, or pulling required of objects up to 50 pounds.
- Physically able to stand, sit, move, squat, walk, and climb during the shift.
- Work may involve moderate exposure to unusual elements, such as extreme temperatures, dirt, dust, fumes, smoke, unpleasant odors, and/or loud noises.
- Must have the ability to handle stress to operate under deadlines.
- Must be able to grip tools.
- Must be able to stand, walk, bend, crawl, twist, bend, push, pull, carry, climb (stairs & ladders), etc.
- Able to withstand temperature extremes and exposure to elements (rain, snow, etc.).
- Able to withstand exposure to dust, fumes, heights, confined spaces.
- Possess skills related to balance, agility, eye-hand coordination, flexibility, depth perception, peripheral vision, and manual dexterity.

