



Engineered Controls Inc.  
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Omaha, NE 68127  
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## Service Technician

### Job Summary:

This person is responsible for servicing commercial building control systems as they relate to the HVAC system in general. Working under the direction of the Service Manager, it is intended that this person will be responsible for the execution of a variety of service functions all of which directly impact the company's ability to maintaining a high level of customer satisfaction for our existing clients.

As part of a larger service team, the Service Technician will review project documentation and complete all scheduled, non-scheduled (demand) and retrofit software programming, project commissioning and trouble shooting and trouble-shooting of customers digital control systems.

### Job Duties and Responsibilities:

- Install, maintain and repair commercial control systems for the company's existing customer base. This includes diagnose, repair, trouble-shooting and commissioning of digital control systems.
- Perform non-schedule Service demand calls as dispatched by our Service Coordinator.
- Perform Planned Service Agreements (PSA) tasking as required per contract.
- Perform software programming, commissioning and checkout, and customer training for Owner Direct Retrofit projects.
- Provide company and customer documentation on all services performed. This includes services tasks and calibration performed as part of a service contract.
- Represent Engineered Controls at all time while performing service calls.
- Coordinate service manpower planning with the Service Manager and/or Service Coordinator.
- Identify and report potential service opportunities to the Service Manager or Owner Direct Account Manager.
- Promote safety on the jobsite in connection with the service work.
- Perform other related duties as assigned.

### Skills & Qualifications:

- Three to five years' experience in the installation, commissioning and programming of control systems as they relate to HVAC systems in general.
- Other technical experience such as military, on the job training programs, etc. may meet this requirement as determined by local management.
- Good analytical skills and attention to detail with the ability to read and interpret blueprints, plans and manuals.

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- Excellent customer service skills with the desire to exceed customer's expectations.
- The ability to work independently in a timely manner, making sure the job is done correctly the first time.
- The ability to work with electronic equipment such as volt meters, amp meters...etc.
- The ability to troubleshoot basic electric and electronic circuitry including reading and interpreting electrical and electronic diagrams.
- Ability to work in a team environment.
- Individual must be capable of working under pressure and have effective interpersonal skills, to properly represent Engineered Controls to customers and other outside contacts.
- Knowledge of personal computers operating systems including MS Office Suite of products.

## **Essential Functions:**

1. Must be well groomed and have a neat appearance.
2. Be able to lift and carry ladders, drawings, personal computers, materials, etc.
3. Be able to lift up to 50 lbs.
4. Be able to spend significant time standing and walking on construction sites.
5. Be able to climb several flights of stair or ladders throughout a typical day on a construction site.
6. Have a valid driver's license.
7. Maintain a satisfactory driving record which, per Engineered Controls vehicle policy, allows the individual to drive a company vehicle.
8. Be physically able to push, pull, kneel, stoop and crawl in tight spaces.
9. Participate in the company wide Health and Safety plan.