Field Service Technician Job Description



FIELD SERVICE TECHNICIAN RESPONSIBILITIES INCLUDE:

- Providing service and customer support during field visits or dispatches
- Managing all on site installation, repair, maintenance and test tasks
- Diagnosing errors or technical problems and determining proper solutions

JOB BRIEF

We are looking for a self-starter Field Service Technician to deliver the desired customer service experience. The goal is to drive service success that improves customer satisfaction, maximizes customer retention and increases profitability.

RESPONSIBILITIES

- Provide service and customer support during field visits or dispatches
- Tie workflow to schedule
- Manage all on site installation, repair, maintenance and test tasks
- Diagnose errors or technical problems and determine proper solutions
- Produce timely and detailed service reports
- Document processes
- Operate vehicle in a safely manner and use field automation systems
- Follow all company’s filed procedures and protocols
- Cooperate with technical team and share information across the organisation
- Comprehend customer requirements and make appropriate recommendations/briefings
- Build positive relationships with customers

REQUIREMENTS

- Proven Field Service experience
- Ability to troubleshoot, test, repair and service technical equipment
- English literacy
- Ability to work flexible shifts and to adapt to changing work schedules
- Familiarity with mobile tools and applications
- Technical degree or certification

SOURCE: https://resources.workable.com/field-service-technician-job-description