



JOB DESCRIPTION FORM

POSITION INFORMATION	
TITLE: Service Technician	DATE: DEC. 2009
DEPARTMENT, SELECT FROM: <input type="checkbox"/> Inside Sales <input type="checkbox"/> Outside Sales <input type="checkbox"/> Inside Support <input checked="" type="checkbox"/> Service <input type="checkbox"/> Truck Routes/Fleet <input type="checkbox"/> Management	
EMPLOYEE NAME:	REPORTS TO: ALLAN ZOLETA, SERVICE MANAGER OSCAR FLORENDO, SERVICE SUPERVISOR

JOB TASKS

- Meets with service manager and fellow technicians to acquire information about changes to plans, priorities and the memorandum of the day.
- Picks a service report in priority sequence or chronologically and reads the information contained in the report.
- Retrieves the required equipment listed in a service report.
- Inspects equipment and visually verifies what is reported, and looks for discrepancies.
- Checks repair equipment for safety as per manufacturer's pre-power test and safety procedure.
- Powers up and tests unit before and after repair and observes and records data when required.
- Tests the weld on welding equipment, simulates welding by means of load bank, and observes and records performance/data when required.
- Tests the cut on plasma cutting equipment and observes and records performance/data when required.
- Troubleshoots and repairs equipment in the shop and at the customer's site, informs customer of equipment status, estimates time to repair unit, and records detail on the service report form.
- Reads and interprets blue prints, schematic diagrams, service and operator manuals.
- Calls manufacturer service technician for service assistance on troubleshooting, warranty assistance and parts, and records detail on service report form.
- Uses electrical supply panel, up to 600 volts AC 3-phase and extension cables, and follows safety operating procedures.
- Uses shop work area, including workbench, tools, equipment, transport and service vehicles, and follows Welders Supplies' safety rules and regulations.
- Informs the Service Manager about the status of equipment being repaired.
- Checks, tests, repairs, troubleshoots and calibrates welding machine, plasma cutters, battery chargers and other equipment using proper tools and test equipment and by manufacturer's specifications and instructions and records findings on the service report.
- Assembles, inspects setup and tests sold welding supply, wire feeder, and other welding accessories.
- Labels and tags repaired or assembled units indicating warning, operating voltage, and name of customer, suggestive information and as per filling up of prepared green tags.
- Tags separated parts and spool of wire on unit being repaired, reports and orders parts needed and tests and assembles when required.
- Maintains work area, including covering opened units, inspecting electrical panels, and checking all doors and lights before leaving the service area at the end of the day.

Secondary duties and responsibilities:

- Picks-up, delivers, and receives loads and unloads customers' equipment, including welding power supply, wire feeder, plasma cutting equipment, battery charger, fumes extractor, parts and accessories.
- Completes service reports and assigns service tag numbers to units received from customer.
- Inspects equipment visually and records any potential danger, missing parts, external damages, consumables, apparatus, and wire feeder and label separated parts that come with the unit.
- Uses computer and Internet to troubleshoot, locate information, update data and communicate.
- Encodes service report number and information in the shops' computers on an Excel file.
- Assists and answers customers' questions in person or by phone courteously.

Team and individual behavioural expectations:

- Participates actively.
- Manages time effectively, meets personal goals, and works effectively with staff.
- Stays informed about products and services.
- Follows company policies and procedures.
- Presents a professional image at all times to customers.
- Takes the initiative to develop skills by reading and learning.
- Provides suggestions, ideas, and recommendations to increase efficiencies, cut costs and grow sales.
- Takes the initiative to help other team members.
- Asks questions and consistently challenges self to grow and succeed.

TOOLS/EQUIPMENT USED

- 600V and 208/230V Power Source Panel
- Clamp ammeters
- Forklift
- IGBT Tester
- Infra Red Thermometer
- Load bank
- Megger Insulation Tester
- Multimeters
- Pallet jack
- Regulated Power Supply
- SCR Tester
- Transistor Tester

COMPETENCIES

- Accuracy/Attention to detail
- Customer focused
- Drive for results
- Team player
- Technical learning

SIGNATURES

I have read and understood this description of the duties assigned to my position.

EMPLOYEE SIGNATURE (If Applicable)	DATE
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	December 4, 2009
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I certify that this is an accurate description of the responsibilities required for the position and that it forms the basis for the performance appraisal of the incumbent. The incumbent has received a copy of this position description.

SUPERVISOR SIGNATURE	DATE
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