



**Position:** Field Service Technician

**Office Location:** 7675 Pamperin Way, Allenton, WI 53002

**Reports to:** Clint Gerlach, VP Product Support & Service

### **Job brief**

Rock Machinery is 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 on aggregate equipment (crushers, screens, and conveyor related equipment)
- Maintain a high level of aptitude in industry for the repair of aggregate equipment
- 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, safety requirements, and protocols
- Cooperate with technical team and share information across the organization
- 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 crushing, screening and conveying equipment
- English is a must, Spanish would be a plus
- Ability to work flexible shifts and to adapt to changing work schedules
- Familiarity with mobile tools and applications
- Technical degree or certification
- Welding ability
- Up to 50% Overnight travel will be required
- CDL is a plus