



**TITLE:** Service Technician IV

**LEVEL:** 04

**Exempt/Non-Exempt:** Non-Exempt

#### **GENERAL DESCRIPTION OF DUTIES**

The Service Technician will install, repair, and maintain heating, ventilation, and air conditioning systems.

**REPORTING TO:** Service Manager

#### **SPECIFIC JOB DUTIES AND RESPONSIBILITIES**

- Resolve service problems (no heat, no hot water, etc.) efficiently
- Install oil fired boilers, furnaces oil tanks, and water heaters.
- Install natural gas heating systems.
- Install cold climate heat pumps (ducted and ductless).
- Repair natural gas equipment.
- Troubleshoot all types of heat pumps.
- Install and troubleshoot central air conditioning systems
- Be on call for after hour emergency response.
- Maintain inventory of parts and materials.
- Perform cleanings and tank pump outs.
- Identify heating equipment that is unsafe, inefficient or in need of replacement, discuss the choices with our customers and communicate this information to the Service Manager.
- Cooperate with Dispatcher to provide emergency fuel deliveries as needed.
- Complete all service-related paperwork accurately and on-time.
- Schedule and complete routine service calls in Ignite.
- Call Co-op members and customers to schedule tune-ups.
- Always represent the company's best interest, maintain the highest level of integrity and professionalism
- Quote and sell equipment
- Act as back-up running the day to day operations to the Service manager
- Train staff on oil fired equipment, heat pumps, natural gas equipment and air conditioning equipment
- Perform all other duties as needed or assigned

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent problem-solving and analytical skills.
- Ability to use power and hand tools.
- Ability to use thermometers, pressure gauges, and other testing devices to evaluate HVAC system.
- Ability to read operation and repair manuals for HVAC systems.
- Ability to follow instructions
- Excellent mechanical skills
- Excellent communication skills, as required to interact with customer.

- Natural Gas Certification
- Refrigerant Usage Certification Type-1 & 2
- Ability to train others
- Plumbing license

#### **EDUCATION, TRAINING AND EXPERIENCE**

- High school diploma or equivalent required
- Valid and clean driver's license is required
- Minimum of 5+ years of related experience

#### **PHYSICAL ABILITIES**

- Manual Dexterity to evaluate, install and modify equipment
- Must be able to lift at least 50 pounds and, occasionally, up to 100 pounds.
- The ability to move equipment with assistance weighing up to 600 lbs.
- The ability to move in and out of basements, garages or other locations
- Work environments will occasionally include uneven surfaces, dirty and dusty conditions, and heights, such as may be accessible only by ladder or scaffolding.
- Physically able to work on HVAC units.
- Will be required to work in settings with extreme cold or extreme heat, depending on time of year.
- Prolonged periods of standing, kneeling, crawling, or climbing ladders.