

Job title:	Field Technician
Department:	Fusion Marine
Location:	Fort Lauderdale
FLSA:	Non-exempt
Reports To:	Service Manager

JOB DESCRIPTION

Job purpose:

The Field Technician (Maritime Installations/Service) will be responsible for all Maritime installations of L-Band, Cellular, Network, TVRO and VSAT systems in and around the assigned territory. The primary objective is to grow market share in the territory by supporting the direct maritime market.

Duties and responsibilities:

Daily responsibilities will include, but are not limited to:

- Ensure when completing each job, confirm work is satisfactory and in good working order.
- Attend factory/technical training as required.
- Troubleshoot some repairs via phone or video conference when necessary.
- Maintain proper inventory of common items stocked in van.
- Domestic and international travel for work when necessary.
- Complete service, commissioning and inspection reports accurately when assigned.
- Maintain company equipment to ensure good working order, including vehicles, tools and test equipment.
- Always keep workspace and tools clean and organized.
- Collect all necessary information for ordering parts, maintain necessary documentation and follow up on all orders.
- Establish and maintain positive working relationships with fellow employees.
- Keep accurate records of your duties for timecard.
- Follow company policies and procedures
- Respond to inquiries and seeks additional information when uncertain of any tasks.
- Follow safety rules, applicable laws and regulations, wear proper protective gear as prescribed by OSHA.
- Maintain a satisfactory attendance record.
- Performs other duties as assigned.

Knowledge, Skills & Abilities:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Safety – Perform the job wearing all proper gear, keep area clean, and report any incidents immediately
- Problem solving—the individual identifies and resolves problems in a timely manner, gathers and analyzes information skillfully.
- Customer service—for both internal and external customers, the individual manages difficult client/customer situations, responds promptly to customer needs, solicits customer feedback to improve service, responds to requests for service and assistance, and meets commitment deadlines
- Planning/organizing—the individual prioritizes and plans work activities and uses time efficiently.
- Quality control—the individual demonstrates accuracy and thoroughness, monitors own work to ensure quality and applies feedback to improve performance.
- Quantity—meets productivity standards and completes work in a timely manner.
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and can deal with frequent change, delays or unexpected events.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance

Qualifications:

The successful Field Technician will have:

- High school/GED; technical or vocational school desirable
- 3 years demonstrated service experience in relevant field
- Bi-lingual (English/Spanish) a plus
- Strong understanding of customer service and ability to communicate effectively.
- Basic computer knowledge.
- Knowledge of cable pulls, cable termination, equipment electrical grounding, basic electrical electronics experience and mechanical aptitude.
- Creative problem solver and team builder with skills to influence, implement and lead
- Must possess strong organizational skills, customer focus, team orientation
- 25%- 50% travel anticipated
- Valid drivers license
- Valid passport
- TWIC card or ability to successfully apply for TWIC card

Direct reports:

None

Working conditions:

This position does not have regular work hours or a regular schedule. The incumbent must be available 24/7 x 365, within reason, to advance their team and the organization. The position operates in a professional office environment, however, there may be occasions to be 'in the field' which may include harsh or dangerous physical conditions. This role routinely uses standard office equipment and software.

Physical requirements:

An ability to travel extensively and on a global basis. Applicant must be comfortable working in shipyard environments, onboard vessels, and working from heights for prolonged periods of time. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly required to talk or hear.
- The employee is frequently required to walk and climb.
- The employees must be able to work and climb overhead for extended periods of time with the ability to work safely at heights in excess of 50 feet.
- The employee is occasionally required to stand; sit; use hands to finger, handle, or feel and reach with hands and arms.
- The employee must occasionally lift and/or move up to 75 pounds.
- The employee must be able to work in tight and enclosed spaces.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and ability to adjust focus.
- Ability to hear is crucial.
- Ability to drive a motor vehicle is required.

Disclaimer Statement: This job description lists the essential functions of the position and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed above provided that such duties are characteristic of that classification.