

**Field Service Technician**  
**SmartCover Systems**  
**San Antonio, TX**

We need a responsible Field Service Technician for monitoring, maintaining, troubleshooting, and repairing SmartCover™ Systems for all customer's installed bases within a predetermined territory. This team member will provide Customer Relationship Management by creating and maintaining strong customer loyalty. Must work independently in assigned territory while following company policy and culture protocols. Can adapt to rapidly changing priorities and consistently works within a balance between maximum efficiency without sacrificing quality of work.

**JOB DUTIES**

- General customer service including field service, telephone and email support.
- Schedule jobs in response to customer requirements.
- Day to day Self-management, including time, efficiency, and multitasking.
- Analysis, Troubleshooting/repair and field work to support all SmartCover™ Systems products.
- Provide documentation for all service performed with demonstrated accuracy and thoroughness.
- Installation and application of all SmartCover™ Systems products.
- Customer training of all SmartCover™ Systems products.
- Build strong team relationships with customers, co-workers, and sales channel.
- Maintain all company assets; vehicle, generators, tools, etc.
- Inventory management.
- Work in compliance with all health and safety and environmental legislation including, but not limited to, the Occupational Health and Safety Act and Regulations and SmartCover Policies, Procedures and Code of Conduct.

**WORK EXPERIENCE REQUIREMENTS**

- Must have valid driver's license Experience self-managing day to day duties.
- Field Service or Technical Support experience preferred. Electro-Mechanical background preferred.

**SKILLS REQUIRED**

- Basic troubleshooting and problem-solving.
- Ability to apply experience and reasoning skills to find viable solutions. Proficiency in MS Word and Excel. Proficiency in conversational Spanish is preferred.

- Proficiency with basic hand tools including power drills, grinders, calking gun, etc.
- Ability to analyze data, apply intuition and experience to complement data, and ultimately present sound logical conclusions.
- Demonstrates professionalism and good judgment in a rapidly changing, intense, and fast paced team environment.
- Multi-task and coordinate multiple and often conflicting priorities. Maintains an outgoing, positive, friendly, and customer-focused attitude.
- Effective written and verbal communication skills to ensure understanding of message.
- Effective listening and inquiry skills to ensure understanding of incoming communication.

### **EDUCATION REQUIREMENTS**

- High School Diploma or GED plus 2 years in a technical support role or equivalent experience.

### **COMPANY VALUES**

- Make it SIMPLE & EASY for our customers
- People first: PROACTIVE & EMPOWERED
- HONESTY, HUMILITY & INTEGRITY in everything we do
- Never mistake ACTIVITY FOR ACHIEVEMENT
- REPUTATION above all
- Committed to CONTINUOUS IMPROVEMENT

Job Type: Full-time

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Monday to Friday

COVID-19 considerations: Safety is paramount, especially in our field positions. We follow all required general safety and COVID-19 guidelines.