



POSITION DESCRIPTION

Job Title	Field Service Technician I	Reports To	Service Manager
Department	Service	Location	Gurnee, IL

GENERAL SUMMARY

The Service Technician I position provides field and inside support activities which include start up and in-service training, corrective and preventative maintenance, troubleshooting, repair, and warranty evaluations. Technician is required to provide quality, service, and support of all Ohio Medical source air and vacuum equipment and components, assemblies, and sub-assemblies. Follow company's ISO, FDA, and budgetary guidelines with the objective of minimizing customer down time.

KEY RESPONSIBILITIES *(Include but not limited to)*

- Provides assistance and receives On-The-Job Training from service technician level II and/or III to perform start up and in-service training, perform field service preventative maintenance, perform component replacement, field service corrective maintenance, and to trouble shoot, repair in-house and field service warranty evaluations on Ohio Medical source equipment.
- Provides support for inside sales activities, i.e.: mount motor on bare vacuum pump and air compressor sale orders.
- Follow all appropriate "Standard Operating Procedures" & "Work Instructions".
- The ability to perform assigned field service work with minimal supervision.
- Read and understand mechanical drawings, electrical schematics, product manuals.
- Limited overnight travel up to several days for field service assignments. Occasionally short notice is given.
- Must possess and maintain a valid driver's license. Must possess and maintain an acceptable driving record.

REQUIREMENTS FOR THIS POSITION

I. Professional Experience

- 1 - 3 years electrical/mechanical experience required
- Customer / Field Service experience preferred

II. Education

- High School Diploma or equivalent required
- Associates Degree / Technical Certificate preferred



III. Language

- English

IV. Travel (estimated % of time)

- Domestic approximately 25%
- International approximately 0%
- Frequent overnight travel, sometimes with short notice

PERSONAL TRAIT PROFILE

- Basic mechanical and electrical troubleshooting
- Valid U.S. Driver's License
- Positive customer relations skills
- Good documentation practices and attention to detail
- Able to perform work assignments with little to no supervision
- Must possess or be able to obtain a passport

This job description in no way states or implies that these are the only duties to be performed by this employee. The incumbent is expected to perform other duties necessary for the effective operation of the department or unit. This job description may be changed at any time.

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