



Field Service Engineer Cooling Tower

Job Brief

A cooling tower is a specialized piece of equipment designed to cool water rapidly. Typically, piping is attached to the tower, which directs hot water in and then sends cool water in the other direction. A cooling tower technician is a specialized industrial machinery mechanic who is trained to install, calibrate, inspect, service, and repair cooling tower machinery. Cooling towers are used for a variety of applications, such as for cooling water at power stations and supplying water for HVAC or air-conditioning systems on hospitals, office buildings, or schools.

We are looking for a self-starter Cooling Tower Technician to deliver the desired customer service experience for our clients. The goal is to drive service success that improves customer satisfaction, maximizes customer retention and ensures the customer / business relationship remains favorable. The Field Engineer is an mid-level position in the Water Purification Industry. At NEWT Water Solutions we strive to offer competitive pay and many additional benefits. The person in this position will provide front line customer service for our customers. Customer service skills are paramount to success in this role. This role has several physically demanding requirements such as; working in tight spaces, lifting, stooping, squatting and requires repetitive movements.

Cooling Tower Technician Responsibilities:

- Providing service and customer support during field visits or dispatches
- Performing on site installations, repairs, preventative maintenance and testing tasks
- Diagnosing errors or technical problems and recommending proper solutions
- Be able to work a specialized power washer properly
- Ability to work in confined spaces
- The agility to maneuver in a colling tower and not damage components
- Discuss potential issues with customers in a manner that keeps them informed
- Strong desire to be successful in the field service role
- Tie workflow to schedule
- Produce timely and detailed service reports
- Operate vehicle in a safe manner and maintain excellent driving record
- Learn and maintain proficiency of the Customer Relations Management program
- Follow all company's procedures 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
- For projects the person in this role will supervise technicians and others
- Must perform all other duties assigned by managers unless doing so would violate company policy or local law requirements

Required Experience:

- Ability to troubleshoot, test, repair and service technical equipment
- Ability to work flexible shifts and to adapt to changing work schedules, we can work with some school schedules
- Strong desire to learn new skills and achieve results
- Technical certification or experience preferred

Job Specification Notes

NEWT is an organization that requires each member of the team, regardless of role, to assist in complex and demanding projects. Each team member must expect to be assigned cross functional assignments regularly. This includes many projects with the Field RODI team.