



Field Service Support Technician (Job Description)

Job Brief

We are looking for a self-starter Field Service Support Technician (FSST) 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 Service Support Technician (FSST) is an entry level position in the Water Purification Industry. At NEWT Water Solutions we strive to offer competitive pay and many additional benefits. The FSST 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. It may also require overtime hours.

Field Service Support Technician Responsibilities:

- Providing service and customer support during field visits or dispatches
- Performing, under direction, on site installations, repairs, preventative maintenance and testing tasks
- Diagnosing errors or technical problems and recommending proper solutions
- Strong desire to be successful in the field service support 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
- Must perform all other duties assigned by supervisors and managers unless doing so would violate company policy or local law requirements

Required Experience:

- Ability to learn how 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