



Job Title: Service Technician I
Department: Service
FLSA Status: Non-exempt
Reports To: Area Service Manager
Positions Supervised: None

Summary

Responsible for traveling to customer sites for conducting installations of new or replacement Fairbanks Scales weighing equipment such as truck or rail scales, floor scales, or industrial scales, performing preventative maintenance, inspecting, diagnosing, and repairing our weighing instruments of all capacities and applications to ensure they are calibrated and operating correctly and give accurate readings.

Essential Job Duties

- Provide installation, maintenance, and field service repair and inspection services on weighing equipment using testing devices, gauges, and other tools and equipment.
- Check work orders and related manuals, blueprints, and schematic diagrams to determine tools, equipment, and parts needed for installation of repair assignment.
- Inspect scale installation sites to verify that electrical supply wires, conduits, switches, and circuit breakers are installed according to specifications.
- Complete job hazard analysis ensuring safety protocols and PPE are in place before starting any task.
- Conduct routine preventative maintenance according to established guidelines and schedules, verifying dimensions and tolerances using measuring instruments; test electrical components and replace faulty items.
- Train customer staff in the operation of equipment.
- Properly maintain all equipment, tools, and facilities for safe operation.
- Set up, operate, and troubleshoot a variety of machines and/or equipment on customer sites in accordance with established procedures and guidelines.
- Accurate and timely completion of all reporting. This includes but is not limited to customer tasks, test reports, time reporting, safety records, inventory, driving or activity logs, etc.
- Plan routes and schedule service to meet customers in a timely manner.
- Comply with all State & DOT driving rules and regulations (size, weight, route designations, parking, and break periods) as well as with company policies and procedures.
- Advise management regarding customer satisfaction, product performance, or suggestions for product/service improvements.
- Timely completion of training programs as assigned.
- Maintain parts inventory and order parts as necessary.
- Follow all Federal, State, and local, regulations, and Company Safety policies.
- Represent Fairbanks Scales in a professional and ethical manner at all times.



Required Qualifications – Required qualifications to effectively perform the job. An equivalent combination of education, training, and experience will be considered. (Additional requirements may be designated by position.)

- This position requires a high school diploma or equivalent.
- Must have or be able to obtain and maintain a Class B CDL.
- Must have or be able to obtain and maintain State certification for Weights and Measures.

Knowledge, Skills, and Abilities – May be representative, but not all-inclusive, of the knowledge, skills, and abilities commonly associated with this position.

- Knowledge of machines and tools, circuit boards, processors, chips, electronic equipment, and computer hardware and software, including their designs, uses, repair, and maintenance. Keep up with technology changes to products as introduced.
- Proficient in Microsoft Office products – specifically Excel, and Outlook.
- Must have the ability to learn and demonstrate proficiency in Company software applications used in this role as well as adaptability to learn various upgrades, changes, and new programs that are introduced in the industry or Company.
- Critical thinker with exceptional attention to detail.
- Strong problem-solving skills.
- Effective communication skills, both verbally and in writing.
- Must have basic knowledge of mechanical maintenance and electronic skills, including working knowledge of a digital voltmeter.
- Ability to effectively organize and prioritize work as well as concentrate on multiple tasks simultaneously.
- Ability to develop and maintain business relationships.

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Work is performed in a variety of environmental conditions, both indoors and outdoors with exposure to wide temperature variations, noise, odors, and dust. Must be able to wear personal protective equipment as required for each site or job task.

Physical Abilities - Activities that are commonly associated with the performance of the functions of this job. The physical demands described below 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 essential functions.

- Ability to drive long hours and travel out of town on a regular basis.
- Must be able to repetitively, constantly lift & maneuver weights up to 50 pounds.
- Must be physically able to enter/exit manholes and work inside confined spaces.
- Required to use close vision and be able to focus.
- Must be physically able to enter/exit manholes and work inside confined spaces.



- Must have the stamina to work long hours and overtime, which may include weekends, holidays, nights, and/or varying shifts.
- Regularly required to talk and hear; frequently required to sit, stand and bend at the knee and waist, and walk.
- Must be able to have repetitive wrist, hand, and/or finger movement to use hand tools.
- Must have finger dexterity and hand-eye coordination to grasp, manipulate, or assemble very small objects.
- Must have the ability to see details at close range, at a distance, under low light conditions, and objects to one's side.
- Regular attendance is a necessary and essential function.

Disclaimer: This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by an immediate supervisor and other management as required. The Company reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, functions, and requirements.