



Example of Equipment Service Technician Job Description

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Our growing company is looking to fill the role of equipment service technician. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for equipment service technician

- Adhering to the Code of Business Ethics and individual store policy and procedure is essential
- Perform service and installation on specified coffee brewing and beverage dispensing equipment
- Responsible for vehicle parts inventory
- Performs scheduled and unscheduled service activities including emergency service calls, proactive maintenance, site surveys and installation
- Manages own workload and is able to recognize and solve typical problems that can occur in own work area without supervisory approval
- Make sure that performance of service activities meet all standard operating procedures and are executed in compliance with all published policies and processes
- Responsible for all documentation and activity verification required by the company including call closure procedure, completion of invoice and customer name and signature on all required documents
- Alerts team leader of any customer situations or any policy or process violations
- Required to participate in "on call" service including after hours and weekend schedule rotation
- Maintain steady relationships with customers while providing the highest levels of service and productivity by troubleshooting and resolving technical

Qualifications for equipment service technician

- High school diploma required, relevant achievement/certification from a vocational program/military, strongly preferred
- Requires 3 - 5 years of service experience (Technical degree could be substituted for 2 years-related experience)
- Must have a valid US driver's license (expired, suspended, revoked or denied are not considered valid)
- Must be able to communicate in English (read, write and speak)
- Shift Work Required - must be flexible to work any shift assigned in a 24/7 operation including nights, weekends and holidays
- A CDL