



Position: Field Service Technician I/II

Department: Service and Operations

Classification: Non-Exempt

Work Schedule: This is a full-time position. Days and hours of work are Monday through Friday, 7:00 am to 4:00 pm. This position may require additional hours in the evenings and on the weekends, as needed.

Reports To: Service Operations Manager

Direct Reports: 5-7

Location(s): Alexander, ND; Odessa, TX; Grand Prairie, Alberta, Canada, Pittsburgh, PA

Travel: Up to 15% as needed

Summary of Position: FlexEnergy Solutions is looking for a Field Service Technician to deliver the desired customer service experience. This person must be a self-starter and be willing to learn the details of the Flex Turbine®, a reliable small gas turbine generator with the capability to run on a wide range of oil field gases. This person will be part of the Service and Operations organization whose goal is to drive service success that improves customer satisfaction, maximizes customer retention, and increases equipment reliability.

Duties and Responsibilities:

Field Service Work

- Provide service and customer support during field visits
- Diagnose errors or technical problems through PLC interface(s)
- Identify proper action with remote technical support as needed
- Manage and commence all on site repair, maintenance, and test tasks within prescribed schedule
- Document service processes and field maintenance/repairs
- Willing to work in remote locations and respond to unit call out

Safety

- Follow all client, company and HSE filed procedures and protocols
- Complete all necessary safety training
- Practice and adhere to all safety requirements and training
- Operate vehicle in proper and safely manner

Teamwork

- Cooperate with technical team and share information across the organization
- Comprehend customer requirements and make appropriate recommendations/briefings to organization
- Build positive relationships with customers
- Perform pre-installation site walks as requested by management
- Perform any special tasks that may be assigned which will contribute to the achievement of the Company's strategic objectives

Minimum Qualifications:

- High School diploma or equivalent
- Minimum of 2 years of electrical power generation experience
- Experience in working with electrical automation and controls

Level II:

Before advancement to this level employee must have a minimum of two years applicable industry experience. Technician must have a firm understanding of all Level I requirements and expand to more advanced technical training internally and externally (as required).

Lead:

Before advancement to this level employee must have a minimum of five years applicable industry experience. Employee is considered an expert on the functionality of units. Employee must exhibit strong leadership qualities and foster a positive team environment.

Preferred Qualifications:

- Direct experience with gas turbines and/or reciprocating engines is desirable.
- Experience in oil and gas related maintenance and a strong mechanical background
- Proven field service experience with complex equipment a plus
- Direct experience with PLC's and ladder logic is desirable
- Proven experience working with electrical systems
- Ability to use PCs for data logging and troubleshooting
- Ability to work flexible hours and adapt to changing work schedules
- Ability to lift 50lbs
- Attention to details, especially in diagnosing and resolving field issues
- Working in a changing team environment (Rotating work schedule)
- Willing to learn mechanical and electrical systems & components, including controls
- Demonstrated writing/documenting skills to communicate field service process
- Current and valid driver's license(s)

Competencies:

- Customer Service
- Communication
- Foster Teamwork
- Analytical Thinking
- Technical Expertise
- Performance Management
- Flexibility

Working Conditions: The work sites are in daily travel distance to office. Occasional overnight travel may be required. Work site location are outdoors, typically at remote oil and gas production sites, that will include long walking distances in rough or variable terrain. Overtime, weekends, and after hours call outs may be required.

Physical Requirements:

- Ability to hear and verbally exchange ideas and information with the public, staff, and others on via the phone and on-site locations.
- Ability to walk long distances in rough or variable terrain
- May be required to lift up to 50 pounds and carry objects of 10 pounds or less routinely
- This position will frequently be required to sit, stand, and walk
- May require the ability to climb stairs, to kneel and/or crouch to retrieve equipment and other items
- This position will require working outside year around, in variable weather conditions, working in remote locations, working weekends, and working after hours call outs

- May require the ability to climb stairs, to kneel and/or crouch to retrieve equipment and other items

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

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