



SITECH South, LLC

Job Announcement

Location: South Florida Region (Counties south of and including Charlotte, Glades, Indian River and Okeechobee)

Position Title: SITECH Field Technician

Position Level: Entry Level

POSITION SUMMARY: The Field Technician reports directly to the Service Manager and is responsible for providing customer support through the performance of on-site installations, diagnosis, troubleshooting, service, and repair of on-machine control systems. This individual should have a high mechanical aptitude. Working as a subject matter expert, the Field Technician is responsible for professional installation of Trimble 2D and 3D machine control systems and telematics hardware on Cat and non-Cat branded machines and the professional installation of Cat AccuGrade systems on Cat machines.

ESSENTIAL FUNCTIONS:

1. Deliver quality technical assistance on time and ensure customer satisfaction
2. Be the primary resource in providing on-machine installation, maintenance and on-machine training on construction heavy civil construction technology at the customer's site
3. Ensure the operational quality of the system by documenting post-installation tests
4. Provide on-site troubleshooting as requested by the sales and technical support organizations
5. Provide high-level operator training to end-users
6. Ensure that installation, training and other work necessary is completed on time
7. Document and report field activities as well as being pro-active in creating process improvement
8. Drive revenue based upon performance of services for construction machine customers
9. Assist the SITECH Operations Team with tasks related to equipment shipping, receiving and handling
10. Maintain and be accountable for inventory of all service parts and equipment by performing monthly inventory checks.

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

1. Bi-lingual, Spanish and English, is a plus
2. Must have a strong work ethic and good attitude
3. Must be able to take verbal and written instruction
4. Must be customer oriented, patient and work well with others
5. Familiarity with heavy equipment and hydraulic systems required
6. Must have strong mechanical aptitude and understanding of machine control products
7. Ability to follow both routine and advanced procedures and to think analytically
8. Ability to plan and organize work with minimal supervision, but work well in a team environment
9. Demonstrate sound business judgment and decision making skills

10. Excellent verbal, written and problem solving skills as well as a strong command of written and verbal English
11. Must have experience with computers, Microsoft Office Suite, Google Docs and other such applications

TESTING REQUIREMENTS:

1. Applicants may be required to pass a written and/or oral examination before being considered for employment in this position
2. Applicants will be required to pass a medical physical and drug screen

PHYSICAL DEMANDS:

1. Walking and moving about on foot often through uneven terrain.
2. Handling: Ability to grasp and work with hands.
3. Lifting: Raises or lowers miscellaneous equipment (up to 80 lbs.)

ABOUT SITECH SOUTH

SITECH South is the leader in providing easy-to-use, comprehensive Trimble construction technology solutions for contractors of all sizes in Georgia, Alabama and portions of Florida. From Trimble machine control systems, to site positioning and software, SITECH provides the support, expertise, and experience to increase your productivity and maximize your return on investment through advanced worksite solutions.