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| **Posting Title** | Field Service Technician |
| **Salary** | $42,900, starting |
| **Recruiting Location** | Wales, WI |
| **Full-Time / Part-Time** | Full Time |
| **Job Family** | Technician |
| **Job Function**  **Reports to** | Technical Director |
| **Job Description** | Local business seeking an entry level Field Service Technician. Hoffman Security Solutions is the sole source distributor for Morse Watchmans KeyWatcher product in Wisconsin, Minnesota and northern Illinois. Morse Watchmans is a global leader in electronic key management and HSS has had a consistent and profitable track record for over 20 years.  The Field Service Technician will perform set-up and installation, training, preventive maintenance, emergency maintenance and troubleshooting on electronic, mechanical, and computer-based equipment. Most of these services are performed in the field at our client’s location. The goal of the Field Service Technician will be to become knowledgeable on our products and provide customer-focused satisfaction. A training bonus will be offered for the candidate who is “on-site ready” after 90 days. Candidate must be able to operate a motor vehicle and spend approximately 30% of the day in the car traveling from accounts safely in city, rural and expressway conditions. Travel will include WI, MN and northern IL.  Great opportunity for someone who wants to be both successful in their career and obtain a true work/life balance. We offer a casual dress, family environment, when in-house and a business casual dress, hardworking ethic, on-site. A laptop, cell phone and car will be provided. Flexible vacation days, paid holidays, training bonus, and commission for sales from our HSS Yearly Service Program. Company outings, occasional BBQs, and “KeyWatcher” Fridays are rewards for the company meeting weekly/quarterly goals. Hands-on learning and entrepreneurial exposure give you a vetted interest in the company’s success. |
| **Responsibilities** | * Provide installation and training services of new and existing equipment at customer facilities * Provide service and support to customers including preventative maintenance, troubleshooting and repair, both in-house (20%) and on-site (80%) of HSS products * Maintain an organized parts inventory with a business owner mentality * When on-site, maintain a professional image including a clean company shirt, jeans/pants free of stains or holes, belt, and work boots/shoes applicable to standing and lifting. * Someone who thrives in a team/family environment and is trusted independently * Work schedule may include: 12-hour shifts, 5-day work week, remote/travel days, and 1-2 trips, consisting of 1-3 nights per month, on average. * Lift, lower, and carry objects 50-100 lbs * Bend, kneel, crouch, and stand for extended periods * Good time management skills to effectively manage, route, and schedule service calls. * Operate vehicle in a safe manner * Computer skills, experience with electronics, some networking knowledge, is a plus * Coordinate business information between customers, sales, and other associates |
| **Required Qualifications** | • Ability and attitude to thrive in a family business environment.   * High school diploma * Ability to work flexible hours and to adapt to changing work schedules   • Clean driving record, current driver’s license, and clean background check • Be able to work 40 hours per week |
| **Preferred Qualifications** | • Excellent interpersonal, listening and communication skills.   * Technical degree or certification * Aptitude to troubleshoot, test, repair, and service technical equipment |
| **Company Benefits** | * Profit Sharing * 401K and employer match contributions * Flexible work schedule * QSEHRA (Qualified Small Employer Health Reimbursement Arrangement) |