

Job Description

Equipment Technical Service Specialist

Job Details

Job Title	FLSA	Job Code
Equipment Technical Service Specialist	Salary Exempt	TS-015

Job Category

6 Craft Workers

Employment

Position Overview

Department: Technical Services

Reports To: Equipment Technical Services Manager

FLSA Status: Exempt

Summary:

This position is responsible for troubleshooting and diagnosing all lines of floor cleaning and maintenance equipment. The position requires interaction with distributors, customers, and Hillyard personnel. Participation in customer events and meetings is required as well as some travel. Flexible hours are necessary.

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, travel and activities may change, or new ones may be assigned at any time with or without notice.

Essential Functions

- Diagnose and troubleshoot floor cleaning and maintenance equipment.
- Knowledge of preventative maintenance, repair, and operation of battery and corded cleaning equipment.

- Knowledge of circuitry, electronic diagnostic methods, and related equipment.
- Understanding of electronic and mechanical hardware.
- Thorough understanding of schematics and parts listings.
- Ability to offer advice and communicate effectively with customers, distributors, and Hillyard personnel.
- Ability to analyze data and identify trends related to equipment performance and suggest corrective actions.
- Create and maintain warranty records.
- Assist in training at sales meetings, trade shows, and other functions.

Supervisory Responsibilities:

This position does not include supervisory responsibilities. The role focuses on individual contributions, collaborating with team members and reporting to a direct supervisor.

Work Experience

Required Experience: 1 to 2 years

Minimum of 2 years of experience in related field.

Physical Demands and Work Environment

The physical job demands include: maximum occasional lift of 49 lbs from floor to waist; maximum occasional carry of 49 lbs for 50 ft; maximum occasional horizontal push/pull force of 50 lbs for 15 ft; maximum occasional vertical push/pull force of 60 lbs at 39 inch height; maximum frequent horizontal push/pull force of 10 lbs; maximum frequent grip force of 50 lbs; maximum frequent forward reach of 30 inches; maximum frequent lateral reach of 24 inches; frequent bending; occasional crouch/kneel; occasional neck flexion; frequent fine motor coordination; frequent hand coordination; occasional balance; frequent sitting; frequent standing; frequent walking. PDC Level: MEDIUM

This position is primarily office-based but requires periodic visits to the factory/warehouse floor. Employees must be comfortable walking through an industrial environment where they may be exposed to loud noises, temperature fluctuations, and moving machinery. Use of personal protective equipment (PPE) may be required in operational areas.

Equipment Used:

Proficient in using office equipment, including computers, printers, scanners, photocopiers, and multi-line phone systems. Skilled in Microsoft Office Suite.

Travel:

Minimal- Up to 5% Overnight

Moderate- Up to 25% for Same Day, Local, District, Regional & Nation Wide

Eligibility:

- Must be legally authorized to work in the United States without restriction.
- Must be willing to submit to a background investigation, including criminal history and motor vehicle check.
- Must be willing and able to pass a post-offer drug screen and physical.

EEO Statement:

Hillyard is an equal opportunity/affirmative action employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.

Education

Required Degree Level: High School

Required

High School Diploma or GED

Skills

Analytical Skills, Communication, Computer Skills, Ability to Multi Task, Attention To Detail, Planning & Organizational Skills, Time Management, Product & Technical Knowledge, Information Gathering and Processing