



# HVAC Service Technician

## Position Summary

This individual is responsible for the installation, retrofit and repair of environmental control systems, utilizing knowledge of refrigeration theory, control systems, pipe fitting and structural layouts.

## Seeking HVAC technicians of all levels.

**1-3 Years:** Basic understanding of HVAC systems. Able to perform maintenance and repairs. Willing to learn new things and take on challenges. Licensing and training available.

**3-6 Years:** Strong troubleshooting skills. Able to perform maintenance and small installation projects. Strong customer service skills and should be honest and dedicated to their work.

**7+ Years:** Strong troubleshooting skills and comprehensive knowledge of building systems. Supports other employees with technical questions and is a good role model for the company's procedures and ethics. Building strong customer relationships and helping the company to grow and succeed.

## Essential duties and responsibilities

- Responsible for servicing all HVAC products and equipment on assigned projects and ensuring customer satisfaction.
- Uses a variety of hand tools, following blueprints or engineering specifications, to diagnose and repair units.
- Identifies, analyzes, diagnoses, and repairs systems and products at customers' locations.
- Performs preventative maintenance, site surveys, replacement and modifications as needed or requested by customers.
- Prepares for on-site installation and repairs by examining building layout, anticipating difficulties, gathering materials, and coordinating on-site work as necessary.
- Maintains equipment by inspecting for signs of wear.
- Represents company by serving as a direct customer contact.
- Determines parts to order for repairs and timeliness of need.
- Documents work by completing paperwork on each job, including daily time, progress, and duration. Maintains files and turns in all paperwork and reports in a timely manner.
- Records parts, material, labor, subs, and other cost data per assignment and returns unused resources.
- Keeps current on all products concerning installation, operation, maintenance, service, and repair.
- Reads and interprets product specifications using his or her experience in working with building specifications, drawings, and designs.
- Studies industry literature, manuals, and training materials to continue developing a better understanding of the HVAC industry.
- Attends referred training programs designed to further working knowledge of the industry.
- Provides technical support to customers.

## Qualifications

- Valid driver's license
- EPA approved Universal Technician Certification required.
- New Hampshire Service Gas License required.
- An Associate degree or equivalent from two-year college or technical school with a certificate in Heating, Ventilation, and Air Conditioning preferred

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee is regularly required to stand, climb, balance, stoop, kneel, crouch and crawl.
- The employee is regularly required to talk and listen.
- The employee is frequently required to walk, use hands and fingers to reach, feel, grasp and manipulate; and be able to reach with hands and arms.
- The employee is occasionally required to sit.
- The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds.
- Specific vision abilities include the ability to see well up close and at a distance, the ability to distinguish colors, good peripheral vision and depth perception, and the ability to adjust focus.

## Work Environment

This position requires working outdoors, in mechanical/equipment rooms and in possible extreme weather conditions.

- The employee is regularly exposed to moving mechanical parts and heavy equipment.
- The employee is frequently exposed to wet and/or humid conditions; high, precarious places; fumes or airborne particles; outside weather conditions; risk of electrical shock (high voltage) and vibration.
- The employee is occasionally exposed to toxic or caustic chemicals, extreme cold, and extreme heat.
- The noise level in the work environment is usually loud.

*The above job description covers the principle duties and responsibilities of this job. However, this job description should not be construed to be a complete listing of all miscellaneous, incidental, or other duties which may be required.*