

Atlas Marine Systems, LP

TITLE OF POSITION: Field Service Technician
DEPARTMENT: Customer Service
REPORTS TO: Customer Service Manager
LOCATION: Fort Lauderdale, FL, USA

Position Summary – Perform, suggest and expedite service requests and duties as assigned, to achieve customer satisfaction while positioning the company for steady, long term growth. Refer possible sales leads to Sales management.

Principle Duties and Areas of Responsibilities (to include but not limited to):

1. Service (troubleshoot, start-up and repair) units in the field.
2. Travel to and from customer base, as well as correlate travel arrangements with management and support staff, prepare for delivery of parts needed, correspond with department manager when in the field.
3. Train customer on safety and operation of units.
4. Maintain complete records of service calls, both customer and internal.
5. Maintain relationships with customers in regard to service or modification action required.
6. Maintain relationships with other departments as required in areas related to service issues.
7. Take and/or return customer calls regarding technical questions.

Qualifications:

Minimum –

Associate degree in electronics. Three years electrical experience in marine industry. Must be flexible and able to travel at a moment's notice. Must have a current passport for international travel. Must have good verbal and written communication and computer skills.

Maximum-

Technical school/training or work experience equivalent. Must have experience with test equipment and troubleshooting at the component level.

Job Conditions –

Traveling environment (90%)
In Office (10%)