

 Job Description

**Mobile Repair and Calibration Technician Level 1:**

This technician will drive the mobile laboratory to customer sites and is required to perform mechanical, dimensional and low frequency electrical calibrations on test and measurement instrumentation and general laboratory duties as assigned. Must be able to trouble shoot and repair simple malfunctions.

**Responsibilities:**

* Execute all written calibration procedures for which they are qualified as outlined in the Quality Manual and any referenced documents
* Perform calibrations and repairs for manual wrenches, hydraulic wrenches, pneumatic torque multipliers, manual torque multipliers, electric torque multipliers, electronic measuring devices, pressure gauges, calipers, micrometers and other equipment for customer’s tools and rental fleet
* Maintain a consistent tool count to demonstrate speed and knowledge
* Store all customer equipment, standards, tests equipment, adapters and other calibration equipment properly and safely in their assigned storage areas
* Ensure the calibration standards or other test and measurement equipment are operational, properly calibrated within calibration due date when used
* Perform pre- and post-calibration maintenance and lubrication as directed
* Demonstrate understanding of the functions and limitations of the equipment and standards used by Alltite, Inc. for the collection of pre-calibration and calibration data
* Troubleshoot and identify problems while following procedures
* Ensure tools and equipment are kept clean and in a safe working condition
* Document complete and concise calibration results and manage processes using the TorqueWare calibration management system and calibration label devise
* Follow procedures and work flows in the laboratory including use of appropriate personal protective equipment and safety procedures
* Organize and clean calibration laboratory daily maintaining a safe work environment
* Assist with customer shipping, repairs, calibrations and bolting services at customer site, inhouse calibration lab, mobile laboratory or shop floor when resources are needed
* Document service ticket for completed tool repair
* Remain current on training assignments as directed by the Quality Assurance Officer and Technical Manager
* Maintain the calibration van and laboratory in a clean and neat manner
* Monitor the van territory and make recommendations to scheduling team for efficiencies
* Performs “up-sales” or “cross sales” by diagnosing customer’s current tooling status and upcoming needs to ensure customer is satisfied with service and products offered
* Provide customer service, document recommendations made to customer and provide safety instruction
* Report customer complaints to the Director of Operations and provide proactive solutions to the situation
* Assist with special projects and customer requests in laboratory or at customer site
* Professional and timely communication to supervisor
* Complete other duties as requested and be responsive to change

**Qualifications:**

* One to three years of technical or mechanical work experience demonstrating skills for above responsibilities and strong customer service skills
* High school graduate
* Demonstrated experience working autonomously, handling both physical and mental repetitive tasks, and exposure to detailed material for extended timeframes
* Valid State Driver’s license and clean driving record with ability to travel
* Satisfactory background check for compliance with regulations and on-site entry standards enforced at customer sites requiring DISA
* Proficient in Microsoft Office products to include Outlook and Excel with strong verbal and written communication skills
* Ability to lift 50 lbs. without aid, ability to lift 20 lbs. repeatedly when working in the laboratory, shop or on-site at customer locations, ability to continuously stand 4 hours per day, and ability to read colored indicator lights
* Ability to work overtime as needed
* Ability to work inside a climate controlled laboratory, and on occasion in the outdoors or on the shop floor with varying temperatures

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.

**Preferred qualifications or skills:**

* Experience in the calibration of force, pressure, dimensional and/or electronic calibration and in the repair of related tools
* Experience in Quality Programs such as ISO 17025, ISO 6789, NIST and/or ASME
* Certifications and/or Training in electronics, metrology, calibration or repair
* Military PMEL coursework and experience

**Compensation:**

Non-exempt position, base wage and potential commission on sales

