**Service Technician and Shop Assistant, North Dakota Office**

**Position Summary:**

Calibrates, troubleshoots, and repairs equipment to high-level accuracies following proper procedures and workflows for customer’s tools and rental fleet. Travel to current customer sites for service and maintenance of all products.

**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 and other equipment for customer’s tools and rental fleet
* Troubleshoot and identify problems while following procedures
* 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
* Travel to customer sites to perform required job functions and to make pick-ups and deliveries to our suppliers for parts and raw materials using a company vehicle
* Ensure shop tools and equipment are kept clean and in a safe working condition
* Ensure repairs are completed accurately and timely by maintaining work flow in shop
* 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 shop including use of appropriate personal protective equipment and safety procedures
* Provide customer service, document recommendations made to customer and provide safety instruction
* Organize and clean shop daily maintaining a safe work environment
* Document service ticket for completed tool repair
* Assist with special projects and customer requests in the shop or at customer site
* Communicate professional and timely to Shop Manager and headquarters
* Be responsive to change
* Up-sell and cross sell by diagnosing customer’s current tooling status and upcoming needs to ensure customer is satisfied with service and products offered

**Qualifications:**

* Four or more years of technical or mechanical work experience demonstrating skills and product knowledge 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
* Proficient in Microsoft Office products 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 shop floor with varying temperatures, and on occasion in the outdoors
* Must successfully complete Calibration course provided at headquarters or North Dakota office

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:**

* Six or more years of technical or mechanical work experience demonstrating skills for above responsibilities and strong customer service skills; AS or BS degree
* Experience in the calibration of force, pressure, dimensional and/or electronic calibration and in the repair of related tools
* Experience with UPS/FEDEX online software
* Experience in Quality Programs such as ISO 17025, ISO 6789, NIST and/or ASME
* Certifications and/or Training in electronics, metrology, calibration or repair
* ASQ Certified Calibration Technician

**Compensation:**

Non-exempt position base wage

July 14, 2017