

Service Specialist

Overview

Candidate should possess general knowledge of building automation systems, HVAC controls, electrical concepts, and facility operations. Although not required, an engineering and programming background is preferred. The candidate should have strong organizational skills with the ability to successfully manage time and financial constraints. The ability to work independently and prioritize work load is crucial. In addition, the candidate should be an analytical thinker with the ability to work through potential project barriers. Proficient computer skills and experience with automated design and programming tools are essential. In addition, the candidate should have excellent interpersonal, verbal and written communication skills.

Job Detail

- Perform preventative maintenance and diagnostic procedures on building automation systems and components according to the Service Agreement. Test and verify system readings and end devices to ensure that the system is functioning at an optimal level. Retrieve system database and other pertinent site information to be archived on a server located at our corporate headquarters and kept readily available should the customer's system require reinstallation.
- Remotely monitor building automation systems via web connection. Modify runtime schedules, temperature settings and program logic upon request. Address any system trouble that does not require onsite attention.
- Perform onsite repair, replacement, adjustment and/or calibration of automated building systems and components. Check indicated points of trouble then analyze full requirements of the system involved and test accordingly. Diagnose the problem then determine corrective action and make decisions regarding the proper remedy.
- Coordinate with the Service Manager prior to any purchase of replacement components, rewriting of software, reconfiguring design parameters or deviation from the original scope of work.
- Identify additional chargeable opportunities including time and material work, system upgrades and service contract expansion.
- Assist in commissioning systems, both new construction and retrofit alike. Duties involved but not limited to loading software programs, installing hardware and implementing modifications of both as needed.
- Coordinate field installation with electrical, plumbing and mechanical contractors as required.
- Conduct training and development classes for customers while onsite. Deliver technical support, coaching and direction to end users and field labor when applicable.
- Submit work orders and reports via web-based application. Maintain accurate time records to be used for accounting purposes, historical intercompany data and customer confirmation of services rendered.

Education

- High School Diploma (Required), 2-year Technical Degree (Preferred), BS in Engineering or other Technical Field (Plus)

Experience

- 3 or more years with HVAC Controls and/or Electrical Controls. (Preferred)