



Zoomlion Heavy Industry N.A., Inc.

Field Service Technician - Mobile Crane

Department: Sales & Marketing Division

FLSA Status: Non-Exempt

Job Type: Full-time

Work Schedule:

Typically, Monday through Friday.

Job Status: Full Time

Reports To: Sales & Marketing Regional Manager and Mobile Crane BU

Amount of Travel Required: up to 30%

Positions Supervised: None

POSITION SUMMARY

Technicians perform technical work, provide technical support and deliver excellent customer service in North America to inspect, diagnose, adjust, repair or overhaul mobile crane mechanical, hydraulic electrical/electronic and pneumatic equipment.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Provide service and customer support on the phone, during field visits or dispatches, comprehending customer requirements and make appropriate recommendations.
- Manage all on site set-up, installation, repair, maintenance and test tasks.
- Diagnosing errors or technical problems and determining proper solutions.
- Repair and replace damaged or worn parts.
- Dismantle and reassemble heavy equipment using hoists and hand tools.
- Operate and inspect machines to diagnose defects.
- Test mechanical products and equipment after repair or assembly to ensure proper performance and compliance with manufacturers' specifications.
- Read and understand operating manuals, blueprints, and technical drawings.
- Overhaul and test machines or equipment to ensure operating efficiency.
- Fit bearings to adjust, repair, or overhaul mobile mechanical, hydraulic, and pneumatic equipment.
- Diagnose faults or malfunctions to determine required repairs, using engine diagnostic equipment such as computerized test equipment and calibration devices.
- Examine parts for damage or excessive wear, using micrometers and gauges.
- Repair, rewire, and troubleshoot electrical systems.
- Schedule maintenance for industrial machines and equipment and keep equipment service records.
- Research, order, and maintain parts inventory for services and repairs.
- Adjust, maintain, and repair or replace subassemblies, using hand tools, jacks, and cranes.

- Clean parts by spraying them with grease solvent or immersing them in tanks of solvent.
- Weld or solder broken parts and structural members, using electric or gas welders and soldering tools.
- Adjust and maintain industrial machinery, using control and regulating devices.
- Assemble gear systems and align frames and gears.
- Fabricate needed parts or items from sheet metal.
- Direct workers who are assembling or disassembling equipment or cleaning parts.
- Produce timely and detailed service reports.

POSITION QUALIFICATIONS

Competency Statement(s)

- Accuracy - Ability to perform work accurately and thoroughly.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Reliability - The trait of being dependable and trustworthy.
- Technical Aptitude - Ability to comprehend complex technical topics and specialized information.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Safety Awareness - Ability to identify and correct conditions that affect employee safety.
- Risk Taker - Ability to take calculated risks or to stretch the limits of comfort zones.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Judgment - The ability to formulate a sound decision using the available information.
- Decision Making - Ability to make critical decisions while following company procedures.
- Conflict Resolution - Ability to deal with others in an antagonistic situation.
- Applied Learning - Ability to participate in needed learning activities in a way that makes the most of the learning experience.

SKILLS & ABILITIES

Education: Associate's Degree (two year college or technical school) or Work Equivalent: Required, Field of Study: Mechanics

Experience: 5 plus years of experience in mobile crane or heavy equipment maintenance & repair

Computer Skills: Microsoft Office suite including: Outlook, Word, Excel, SharePoint, ERP - Preferably Microsoft Dynamics 365 Business Central a plus

Other Requirements: Excellent interpersonal, customer and communication skills.

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.

O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Stand	F
Walk	F
Sit	F
Manually Manipulate	F
Reach Outward	F
Reach Above Shoulder	O
Climb	O
Crawl	O
Squat or Kneel	O
Bend	F
Grasp	F
Speak	F

Lift/Carry

10 lbs or less	F
11-20 lbs	F
21-50 lbs	O
51-100 lbs	O
Over 100 lbs	N

Push/Pull

12 lbs or less	F
13-25 lbs	F
26-40 lbs	O
41-100 lbs	O

Other Physical Requirements**WORK ENVIRONMENT**

Temperatures, conditions and environment change based on work sites that include field locations and office.