

<b>Job ID:</b>	288RK
Job Title:	Field Service Support Technician
Degree Requirements:	High School
Years of Experience:	5
Type of Position:	Direct Hire
Location:	Greater Atlanta, GA Area
Salary Range:	Depends on Experience and Expertise
Travel Required:	20% approximately

Our Kennesaw, GA based client has an immediate need for a Field Support Technician to handle troubleshooting calls from 3<sup>rd</sup> party repair technicians for commercial refrigerators, coolers, and freezers. Local automotive travel within 150 mile radius with some air travel.

The client prefers the successful candidate be located in the Atlanta, GA, but this position may be remote but **MUST** live in the South Eastern region of the USA.

The **MUST HAVE ITEMS** in this position are:

- \* 5 years work experience repairing Commercial Refrigerators, Coolers, & Freezers
- \* Ability to clearly communicate via telephone with 3<sup>rd</sup> party repair technicians
- \* Hands on experience repairing Commercial Refrigerators, Coolers, & Freezers
- \* Troubleshooting skills
- \* Experience in installing, maintaining, troubleshooting & repair of refrigerated commercial foodservice equipment; and / or residential refrigerators & freezers; and / or HVAC systems
- \* Ability to read and interpret electrical schematics & wiring diagrams
- \* Excellent mechanical / electrical / electronic aptitude
- \* Excellent verbal, written and interpersonal communication skills
- \* Ability to use equipment ( Power & hand tools, oxyacetylene torch, chemical cleaning equipment, gauge manifolds, electronic / electric / pneumatic measuring devices, vacuum pumps, various refrigerant / heat transfer / lubrication media containers and handling equipment, BAS keyboard / CRT and CFC ( chlorofluorocarbons ), HCFC, & HFC leak detection, reclaiming, recycling, recovery systems
- \* Submit to and pass background check & drug test
- \* Possess a valid Driver's License & clean driving record

**PLUSSES** in this position are:

- \* Knowledge of refrigerant systems using R134a, R404a, R290, & R744
- \* 2 year technical college degree
- \* North American Technical Excellence ( NATE ) Certification
- \* EPA 608 Certification
- \* Knowledge of Section 608 Refrigeration Recycling Rules
- \* CFC Certification
- \* Bi-lingual in Spanish
- \* Expertise working with 3<sup>rd</sup> party repair teams and leadership
- \* Experience in an incoming "call center"
- \* Leadership of repair teams

The **RESPONSIBILITIES and DUTIES** of this position include but are not limited to:

- \* Receiving incoming trouble shooting calls
- \* Coaching 3<sup>rd</sup> party technicians through the problem to a successful solution
- \* Performing field service tasks for commercial refrigerators ( cold drink & food services ) & freezers
- \* Receive service calls & scheduling 3<sup>rd</sup> party technicians
- \* Receive service calls & coaching site person to resolve issue
- \* Ordering & shipping of parts to service technicians
- \* Manage Local Inventory

- \* Work closely with external & internal customers, including company sales team
- \* Working with resources at factory site ( Design Engineering, Quality, Parts Management )
- \* Prepare course material & teaching technicians how to service equipment
- \* Support new product introduction
- \* Management of 3<sup>rd</sup> party Service Providers
- \* Performance reporting

If you meet these requirements and wish to be considered for this position, send your résumé to us in a Word document at [Resumes@PinnaclePlacementGroup.com](mailto:Resumes@PinnaclePlacementGroup.com) mentioning the **Job ID** and the **Job Title** in the subject line of your email.

**In your email or cover letter, please provide us a short narrative detailing your experience and expertise as it applies to this position. Also, please provide us with your *MINIMUM* salary requirements.**

**KEY WORDS:** Commercial Refrigerators, Commercial Coolers, Commercial Freezers, RSES, Refrigeration Service Engineers Society, HEAT, HEAT Plus, Heating, Electrical, Air Conditioning, Technology, CFC Certification, Stationary Refrigeration, Air Conditioning, refrigerant systems, R134a, R404a, R290, R744, North American Technical Excellence Certification, NATE, EPA 608 Certification, Section 608 Refrigeration Recycling Rules, CFC Certification, Bi-lingual Spanish, Power tools, Hand tools, oxyacetylene torch, chemical cleaning equipment, gauge manifolds, electronic measuring devices, electric measuring devices, pneumatic measuring devices, vacuum pumps, refrigerant, heat transfer, BAS keyboard, CRT, CFC, chlorofluorocarbons, HCFC, HFC leak detection, reclaiming, recycling, recovery systems, Ingersoll Rand Refrigeration, Thermo King, Trane Industrial, Crown Tonka, AAA Furniture, APW Wyott Foodservice Equipment, Acry Fabrication, Aero Manufacturing, Advance / Tabco, Airgas Refrigerants, Alegacy Foodservice Products, AllPoints / CCC, Alumna Shield / Hercules Doors, Alvarado Manufacturing, Amana, Amco Corp., American Delphi, American-Hussmann, Amerikooler, Anthony International, Anvil America, Ardco, Inc., Arneg, USA, Bakers Pride, Bally Refrigerated Boxes, Barker Co., Bar Maid Corporation, Berkel, Beverage Air, B-O-F( Bev-O-Flow ), BKI ( Barbeque King, Inc. ), Blakeslee, John Boos & Co., Boston Bumper, W.A. Brown & Sons, Inc., Bunn-O-Matic, C & K Manufacturing, Caddy Corp., Cannon Equipment, Captive Aire Systems, Carlisle Food Service, Carlson Products, Carroll Coolers, Cecilware, Chase Industries, CH Robinson, Climate Control, Cleveland Range, ColdZone, Commercial Refrigerator Door, Curton Products / TMI, In., Cutler Industries, The Delfield Co., Detecto Scale, Diversified Metal / Dispense-Rite, DiXell / Weiss Instruments, Dormont Manufacturing, Doyon Equipment Inc., Duke Manufacturing, Dura-Ware, Durus Products, Eagle Group, Econo Mac, Enviro Cold Storage Doors, Esselte-Meto, Falcon Products, FBD, Federal Industries, Fincor Electronics, Fisher Manufacturing, FKI Security Group / Gary Safe, Flexon, Inc., Follett Corp., Frank Door Company, Franklin Machine Products, Fred Silver, Frymaster / Dean, Garland / US Range, Gary Safe / NKL Industries, Gemini Baker Equipment, Globe Equipment, GMI Industries, Goetti Air Conditioner, Grindmaster, Gustave A. Larson Company, Handy Store Fixtures, Harper Trucks, Hatco, Heatcraft, Heat Sealing, Hodge, Hollman Cooking Equipment, Hoshizaki, Howard / McCray Refrigerator Co., Hussman, Hytrol Conveyors ( Stiles ), Ice-O-Matic ( Mile High Equip. ), Image Works Commercial Cooking Equip., Insinger Machine Co., In-Sink-Erator, InterMetro Industries, International Cold Storage ( ICS ), Jackson Products, Keep Rite, Kent Corp., Kes Science & Technology, Inc., Kold Pack, Kool Star, Kysor Panel System, Kysor / Warren, Lancer, Lang, Larkin Industries, Leer, Inc. ( Wisconsin & Tampa ), Leggett & Platt Imports, Lincoln Foodservice, Lozier Store Fixtures, Lyon Metal, Maja Food Technology, Inc., Manitowoc, Marathon Equip Co. Market Forge, Mars Sales, Masterbilt, McCall, Menu-Graphics, Merco / Savory, Meti Span, Meyn Food Equipment, Moffat, Moyer / Diebel, Mr. Winter, National Refrigerants, Nemco, Oasis, Oliver Products Co., Owens Compressor Plus, Owens Corning Foaming, Nu-Vu, Pac-N-Stac, Pameco Corp., Panasonic / Micro Dine, Pan-Oston, Piper Products, Inc., Pitco, Plymold Seating / Foldcraft, Polon Lebeau, Progressive Technology / Schmidt, Promolux / Econo-Frost, Randell Manufacturing, R-Plus Doors, Refron, Reynolds, RGR Technologies, RollSeal Automated Systems, Royal Industries, Royston, RubbAir Corp., Rubbermaid, Russell, Sage Systems, Scottsman, Scotsman Ice Systems, Servend, Sharp Microwaves, Shaw & Slavsky, Shopco U.S.A., Inc., Southbend / Middleby, Southeast Cooler, Southern Store Fixtures, Inc., Spartan Showcase, Star Manufacturing, Structural Concepts, Supermarket Parts Warehouse, Supreme Metal / Barking, Tidel, Tridel Engineering, L.P., ThermalRite Walk-ins, T&R Brass & Bronze Works, Toastmaster, Town Food Service, Tropiton Furniture, True Food Service, Turbo Air, United Refrigeration, Inc., United Signs & Graphics, Univex Corporation, Victory, Vita-Mix, Vollrath, Vulcan-Hart / Wolff, Winco, Win-Holt Equipment, Witt, Zero Zone