



Because Efficiency Counts

FIELD SERVICE TECHNICIAN JOB DESCRIPTION

The Employee will support in the deployment of the company's engineered solutions by ensuring field service activities and project support is provided. The Employee will serve as a resource for service and installation of dosing equipment. The Employee will conduct client management, inspections, sampling, and monitoring to inform project manager of situation in the field. Reporting and documentation must be accomplished in an accurate and a timely manner to proactively manage projects. The Employee must manage customer relations through effective oral and written communication to ensure project success.

Key Responsibilities:

- a. Support the Company's Standard Operating Procedure, safety, and environmental policies as well as department productivity objectives.
- b. Record, compile, and report field information and data to support project performance and sustainability.
- c. Organize, and plan field operations to successfully demonstrate that the Company delivers the contracted service and benefits to the customer.

Activities:

- a. Provide field activities to service project goals;
 - i. Review collection maps and wastewater treatment plant process flow diagrams
 - ii. Survey in the field the preselected application points and report to project manager.
 - iii. Perform sampling and project monitoring
 - iv. Service, maintain, and install dosing units
- b. Prepare dosing panels for field installation. In-Pipe owns these panels and therefore they must be maintained in the field. Non-operational panels are refurbished and tested before deployment.
- c. Participate in project application points, including field verification and layout.
- d. Manage and develop client relations through oral and written communications and site visits.
- e. Secure letter of authorization for field work from client.
- f. Assist with the development of field activities and deployment of field equipment (panels, instruments, and tools) which are all provided by In-Pipe.

Position Specifications:

- a. Education and Training
 - i. Competency with computer skills, hand tools, and oral and written communication.
 - ii. Customer Relationship Management (CRM) training a plus.
- b. Experience
 - i. Understanding of systems and the relationship among different variables related to development and growth of short and long term goals.
 - ii. Desire to gain knowledge of environmental and engineering principals related to water and wastewater treatment, conservation, sustainability, and quality.
 - iii. Approximately 75% travel expected.
 - iv. 2 years experience in the wastewater industry.
 - v. Clean driving record.
 - vi. Must pass background and drug screening.



Key Relationships:

- a. Work closely with staff to promote teamwork. Identify and relate issues that prevent or delay the progress of a project.
- b. Communicates frequently with project engineer/manager, as needed.
- c. Coordinates field activities with the Client.

Continuing Education:

- a. Work diligently to achieve wastewater treatment operating license status.
- b. Company will reimburse employee for pre-approved training and continuing education courses at credited institutions.

Note: The responsibilities and duties listed in this description are not all-inclusive, but are intended to outline the major responsibilities of the position. The employee may be asked to perform other duties as required.