

Field Service Advisor- FSA (Field Service Technician, Level 2)

DMG North, Inc. is a growing Innovative HVAC Solutions Company. We are currently recruiting for a Service Technician, Level 2 for the Bay Area. Benefits include Medical, Dental, Vision, PTO, 8 Paid Holidays and 401K.

Description

As a Service Technician, Level 2, with DMG North, you will be working in the field with contractors and backed by a dedicated HVAC Service Team, reporting to the Service Department Manager.

Responsibilities:

As a Field Service Advisor (Service Technician Level 2) your duties include, but are not limited to the following:

1. Technical Support:

- Most of the time technical support will be performed in the field throughout Northern California or Northern Nevada, but at times, assisting with phone support will be required.
- Technical resource for DMG North personnel for installation questions related to both wet/dry side projects.

2. Product Support:

- General service / application questions answered and responded to internally.
- Interpret, troubleshoot, diagnose, and give advice regarding operations, controls, and or repairs of complex mechanical systems.
- Engage with our customers by directly handling tech support calls and installation questions.
- Perform Startup and Commissioning on all Equipment represented by DMG North.
- Expert level technical support on jobsites with occasional trips to other DMG North locations.

Required Qualifications:

- Excellent customer service skills
- Excellent verbal and written skills
- Excellent organizational skills

- Strong aptitude for learning and understanding complex mechanical systems
- 4+ years of experience in HVAC industry or equivalent trade education
- Advanced knowledge of computers and computer programs
- Clean driving record

Preferred Qualifications:

- 3+ years customer-facing experience
- Experience with Microsoft Office