



Make A Sound Decision!

Heavy Equipment Field Technician

Sound Heavy Machinery is the premier dealer of compact construction equipment, mulching equipment, screeners, trommels, and conveyors. We service a wide range of industries including land clearing, construction, golf course maintenance, and material suppliers. We have an immediate career opening for a passionate Heavy Equipment Field Service Technician servicing construction equipment in Southeastern NC. Some of the key duties include performing scheduled maintenance and repairs on compact track loaders, mini excavators, screeners, trommels, crushers, and conveyors. The range of types of equipment includes electric, diesel, propane, and gasoline-powered units, as well as hydraulic components.

Career Requirements:

- Performs service tasks as assigned by the Service Manager.
- Keeps abreast of all changes in various models of equipment sold and serviced by the dealership.
- Reports each repair job providing the following information: customers name, make and model of the unit, serial number, hours worked, details of work performed, problems encountered (if any), the time required, parts, equipment & supplies used.
- Advises the Service Manager of any additional work required on the unit or visible signs of damage.
- Skill in the use of a variety of diagnostic testing and tuning equipment.
- Ability to diagnose mechanical, electrical, and hydraulic malfunctions.
- Analyze and utilize schematic diagrams and technical manuals.
- Utilize strong organizational and customer service skills to order parts and provide quotes for clients.
- Notifies Service Manager about equipment or vehicle is not in serviceable condition or constitutes a safety hazard.
- Takes advantage of all opportunities to attend schools and training sessions to upgrade technical competence.
- Practice interpersonal skills to maintain a positive relationship with co-workers and supervisors.
- Performs other duties as prescribed by the Service Manager from time to time.
- Actively supports safety policy, goals, and objectives plus uses sound environmental practices.
- Each employee is accountable for utilizing sound judgment and safe practices to prevent injuries including maintenance of all dealership tools and machinery
- Display a professional attitude and respectful working relationships amongst co-workers at all times.

- **RESPONSIBLE** for having a work order opened for each service task
- **RESPONSIBLE** for completing a "serviceman's report" for each work order...including notes, machine hours, damages, time worked, mileage, expenses, photos, or pertinent information to describe work performed.
- **RESPONSIBLE** for all company-owned tools, equipment, and vehicles in his care or possession treating all as if they were his own!
- Must work as a teammate with the Service Manager to ensure all documentation and paperwork is complete.

Requirements:

- High School diploma or GED; (Trade School (2 yr. degree) or other preferred experience)
- Position requires a CDL required for field service work
- **Experience as a Heavy Equipment Technician/Mechanic strongly preferred.**
- **Specialized experience or training in difficult repairs such as line boring, attachment repair and balancing highly desired.**
- Possess his/her own tools including, air, battery, hand tools up to ¾ drive, and electrical meters. Specialty tools will be provided by the employer.
- Proficient in utilizing computers including Microsoft products, smartphones, and iPad.
- This position requires sitting, stooping, kneeling, pushing, climbing, moving, and reaching overhead, and working overhead.
- Ability to lift to 60 lbs. and work inside and outdoors in various climates, temperatures, and/or adverse conditions.
- This position is exposed to work near moving mechanical parts, electrical systems, hazardous materials, fumes, airborne particles, and moderate noise levels.
- Must have a valid Driver's License and a clean MVR

Sound Heavy Machinery Offers:

- Work truck provided
- Competitive salary
- Paid time off
- Opportunity for partially paid healthcare
- Flexible hours

Send resume to service@soundhm.com or call Conner at (910-470-7695).