



# Make A Sound Decision!

## Heavy Equipment Field Technician

Sound Heavy Machinery is the premier dealer of construction equipment, mulching equipment, crushers, 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-track loaders,-excavators, cranes, aerial equipment, screeners, trommels, crushers, and conveyors. The range of equipment types 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: customer's 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 that the equipment or vehicle is not in a 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 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 is 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
- Health Insurance
- Retirement Plan
- Flexible hours

**Send resume to [service@soundhm.com](mailto:service@soundhm.com) or call Conner at (910-470-7695).**