

Job Description: HVAC Service Technician

SUMMARY

The HVAC Service Technician is responsible for performing a variety of standard to moderately complex technical tasks related to installation, repair and maintenance on various equipment including: refrigeration, air conditioning, electric motors, heating units, heat pumps, hermetic compressors, light commercial furnaces, boilers, burners, intake and exhaust fans, economizers and humidifiers.

ESSENTIAL TECHNICAL KNOWLEDGE REQUIRED:

The HVAC Service Technician demonstrates knowledge of the following:

1. Understands the basic refrigeration cycle to include: identifying components in refrigeration circuit, understanding how each component works, diagnosing problems in the refrigeration circuit, using manifold gauge set, pressure/temperature chart and temperature measuring devices for routine maintenance and to troubleshoot. Understands refrigeration recovery, evacuation and charging.
2. Understands basic electron theory, how electricity travels, AC and DC currents, single phase and three phase circuits, and series and parallel circuits. Ability to read basic wiring diagrams. Understanding of Ohms Law. Ability to use multi-meters to read voltage, current and resistance values. Must be able to troubleshoot basic electrical circuits.
3. Understands the process of treating air so as to simultaneously control its temperature, humidity, and distribution. Must be able to read and understand mechanical drawings.
4. Understands basic heating cycle to include: identifying components in heating system, understanding how each component works, diagnosing problems in the heating system using a gas pressure test and other devices for routine maintenance and to troubleshoot. Understands the theory of combustion and how it relates to combustible fuels such as gas and oil.

ESSENTIAL TECHNICAL SKILLS REQUIRED:

The HVAC Service Technician must be able to install, repair, adjust, maintain and troubleshoot the following equipment:

1. Refrigerant controls (metering devices)
2. Hermetic compressors
3. Heat Pumps to 5-ton
4. Split systems to 5-ton
5. Packaged units to 5-ton
6. Ductless splits
7. Electric Motors (3-phase and 1-phase)
8. Electric motor controls (contractors, starters, relays, disconnect, thermostats, etc.)
9. Light commercial furnaces, boilers, burners and related controls (oil and gas)
10. Various types of water pumps
11. Intake and exhaust fans

12. Unit heaters (hot water, steam and electric)
13. Economizers
14. Humidifiers

SPECIFIC JOB DUTIES

- Apply Essential knowledge and skills to install, maintain and repair heating, ventilation, and cooling units for both commercial and residential customers.
- Diagnose and repair the electronic, mechanical and electrical components of these systems.
- Travel to job sites in the Company's service area, and communicate regularly with Owner to ensure job schedule is maintained and delays and/or challenges are properly communicated to customer.
- Be available to work nights or weekends, on a rotating basis, to service emergency needs of the Company's customers.
- Maintain good working order of company vehicle including refueling as necessary, reporting any mechanical issues, and filling out and submitting the monthly vehicle inspection form. Vehicles should be washed on a regular basis.
- Maintain proper stock, parts, tools, and safety equipment in the vehicle.
- Maintain and submit accurate and completed reporting (mileage, time sheets, expense, etc.) forms within the timeframe requested by Owner. Ensure all vendor packing slips or invoices for each job are secured to the related job forms.
- Obtain customer signature at completion of job. Obtain correct customer information including email address.
- Document all installed equipment upon arrival: make, model, serial number, type of fuel, necessary test measurements, and pictures as necessary.
- Diagnose diverse service issues, obtain any replacement parts, calibrate system to manufacturer's recommendations, and explain fully to customer what the issue is and what is needed to correct.
- Participate in company provided training opportunities on latest industry technologies.
- Identify and report to Owner potential opportunities for additional business (newer system, service contracts, and additional services).

OTHER EMPLOYMENT REQUIREMENTS

- Must possess EPA certification and a minimum of one (1) year experience in installation, maintenance, troubleshooting and correcting diverse HVAC service issues.
- Ability to lift up to 50 pounds; be able to push, pull, carry or maneuver heavier items (with additional manpower or appropriate devices); carry ladders; work from heights, work in small crawl spaces; and tolerate routine discomfort from exposure to moderate levels of heat, cold, moisture, and air pollution.
- Good analytical skills and attention to detail with ability to read and interpret blueprints, plans, and manuals.
- Ability to work independently in a timely manner, making sure job is done correctly the first time.
- Provide information to Owner on training needs and courses of interest.
- Excellent customer service skills with desire to exceed customer expectations.
- Valid driver's license and clean driving record.
- Valid social security number.
- Must be able to pass drug test(s) as required by company.
- Respect and follow all Company procedures and safety rules as described in the company Employee Handbook.
- Work as part of our team to build the Company's reputation through customer satisfaction and confidence.