

<b>Job title</b>	<i>Installation Technician</i>
<b>Reports to</b>	<i>Installation Supervisor</i>

### **Job Purpose**

The Installation Technician is responsible for serving customers by installing and servicing systems and products for At Your Service Heating and Cooling LLC.

### **Job Summary**

The Installation Technician performs installation work for HVAC/R equipment, duct systems, fittings, grilles/registers/ diffusers, controls, and related equipment. Identifies and solves problems that might impede the completion of work within budgeted time. Provides feedback/suggestions to supervisors, salespeople, and others on ways to improve quality and reduce costs. Completes approved repairs/improvements in a timely manner. Collects any payments as needed.

### **Detailed Responsibility**

Before noon, reviews the next day(s) scheduled work with supervisor(s) to verify equipment and material pick list, to identify needed corrections, and to identify and request equipment.

Before noon, identifies and requests any fabricated materials required for installations on the following day(s).

Pulls/assists in the pulling of equipment and materials needed for installations.

Follows defined installation procedures for HVAC/R equipment according to company instructions/policy, manufacturer installation instructions, and salesperson notes.

Identifies and solves problems that might prevent the completion of work within budgeted time.

Completes repairs, improvements, or installations within budgeted hours, in accordance with company standards, while maintaining quality. Identifies and suggests opportunities for quality and cost improvements.

Maintains a clean equipment/work area. Maintains a clean and serviced company vehicle in accordance with company policy. Performs/assists with maintenance and service/repair work as needed.

Verifies correct operation of all installed equipment. Demonstrates and provides training for customer, as requested.

\_\_\_\_\_ Ensures complete customer satisfaction and/or salesperson/supervisor sign-off upon completion of work.

\_\_\_\_\_ Completes all paperwork required by management and records hours and all materials used. Collects for performed work, as applicable. Returns all unused material and inventory.

## **Qualifications**

Qualifications include:

- EPA certified for all R22
- Valid driver's license
- Clean driving and criminal records as required by state laws for home service companies and by company insurance carrier(s)
- Ability to follow/perform installation procedures for HVAC/R equipment
- Ability to follow controls/wiring schematic
- Ability to braze/solder/weld
- Ability to perform minor field fabrication
- Ability to lift 100 pounds
- Standard technician tools
- Two or more years of experience as an HVAC/R installation, maintenance, or service technician
- NATE certification preferred
- Neat, clean, professional appearance.

## **Physical Requirements**

Job is physically demanding, requiring standing for extended periods of time, lifting heavy objects on a regular basis, and doing repetitive tasks with few breaks, working outdoors in all types of weather, working with challenging clients, and working in tight or cramped spaces for long periods of time.

## **Direct Reports**

One or more assistant/apprentice technicians may report to this position for long and short-term periods.