Field Service Technician – Crane Equipment

Position Summary

The Field Service Technician is responsible for the preventive maintenance, diagnostics, repair, and service of Link-Belt cranes, Magni telehandlers, Manitex boom trucks, and IMT drill rig equipment. This role requires a strong understanding of mechanical, hydraulic, and electrical systems to troubleshoot, repair, and recondition customer equipment. Working primarily independently from a company-provided service truck, the technician performs field service at customer locations and service facilities throughout the assigned territory. The Field Service Technician reports directly to the Service Manager.

Key Responsibilities

Equipment Maintenance and Repair

- Perform preventive maintenance, inspections, diagnostics, and repairs on cranes, telehandlers, boom trucks, drill rigs, and related equipment.
- Troubleshoot and repair mechanical, hydraulic, and electrical systems using technical manuals, schematics, and diagnostic tools.
- Read and interpret service manuals, wiring diagrams, hydraulic schematics, and technical documentation.
- Conduct advanced troubleshooting of engines, powertrains, and equipment systems to identify and resolve issues efficiently.
- Ensure all repairs meet manufacturer specifications and company quality standards.
- Document service activities, repair findings, and completed work accurately.

Customer Service

- Respond to customer service requests promptly, professionally, and courteously.
- Communicate equipment issues, repair recommendations, and maintenance requirements clearly to customers.
- Serve as a technical resource and support contact for customers in the field.
- Maintain a positive customer experience through quality workmanship and timely service.
- Keep management informed of customer concerns, equipment issues, and service needs.

Safety and Compliance

- Adhere to all company and customer safety policies and procedures.
- Maintain a safe, clean, and organized work environment at all times.
- Wear required Personal Protective Equipment (PPE), including safety glasses, gloves, protective clothing, and safety footwear.
- Participate in safety training, accident prevention initiatives, and continuous improvement programs.

- Operate company vehicles, tools, and equipment safely and responsibly.

Professional Standards

- Maintain a professional appearance and represent the company in a positive manner.
- Demonstrate honesty, integrity, accountability, and respect in all interactions.
- Protect confidential company, customer, and product information.
- Attend required meetings, training programs, and certification courses.
- Accept responsibility for assigned work and maintain ownership of tasks through completion.
- Perform additional duties and special projects as assigned.

Qualifications/Experience

- Experience in crane equipment repair, heavy equipment service preferred.
- Strong customer service background and the ability to work directly with customers.
- Basic knowledge of crane operations and equipment systems preferred.

Education

- Associate Degree from a technical school, trade school, or equivalent preferred.
- Equivalent combination of education, training, and related experience will be considered.

Technical Skills

- Proficiency in diagnosing and repairing mechanical, hydraulic, and electrical systems.
- Ability to utilize diagnostic equipment, hand tools, and service technology effectively.
- Basic computer skills for service documentation, communication, and reporting.

Required Skills and Abilities

- Strong problem-solving and troubleshooting skills.
- Ability to read and interpret safety manuals, operating instructions, schematics, and technical documentation.
- Excellent communication and interpersonal skills.
- Ability to make sound decisions and work independently with minimal supervision.
- Strong organizational and time-management abilities.
- Ability to multitask and adapt to changing priorities in a fast-paced environment.
- Ability to professionally handle challenging customer situations.
- Ability to prioritize workloads and meet deadlines.

Physical Requirements

- Ability to lift and carry 20–50 pounds occasionally.
- Ability to perform physical tasks associated with equipment inspection, maintenance, and repair.
- Ability to wear required PPE and safely perform work in field and shop environments.
- Must successfully pass a pre-employment background check, physical examination, and drug screening.

Work Environment

- Work is performed at customer job sites, service facilities, and outdoor locations under varying environmental conditions.

- Exposure to moving mechanical parts, heavy equipment, noise, weather conditions, and other job-site hazards.
- Requires a high degree of safety awareness and adherence to established procedures.
- Ability to work a standard five-day schedule with overtime and occasional weekend work as business needs require.
- Must maintain a valid driver's license and meet all requirements to operate company vehicles.

Core Competencies

- Technical Expertise
- Customer Focus
- Safety Awareness
- Problem Solving
- Accountability
- Communication
- Adaptability
- Teamwork
- Professionalism
- Time Management