



SERVICE TECHNICIAN Job Description

Reports to: Service Manager

Department: Service

Classification: Union – Local 350

Date: 03/10/2025

Work Location: Primarily Specific Job Sites

Home Office: Reno, NV

Mission: To support the goals of Intech Mechanical Service

JOB SUMMARY

HVAC Service Technicians perform various functions in ensuring the prompt repair and maintenance of heating, air conditioning, and ventilating systems for an organization or its customers. Their job description entails both skilled and unskilled duties under general supervision. It involves performing various tasks relating to maintaining and repairing of refrigeration, air conditioning, ventilating, and heating systems in buildings.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Installing, maintaining and repairing ventilation and air conditioning systems and equipment.
2. Identifying maintenance risks on equipment.
3. Diagnosing electrical and mechanical faults for HVAC systems.
4. Cleaning, adjusting and repairing systems, and performing warranty services.
5. Performing emergency repairs promptly and efficiently.
6. Providing technical direction and on-the-job training.
7. Keeping daily logs and records of all maintenance functions.
8. Ensuring compliance with appliance standards and with Occupational Health and Safety Act.
9. Complying with service standards, work instructions and customers' requirements.
10. Assisting with customers' queries.
11. Studies developments in refrigerants, equipment, and practices and utilizes findings in the installation and maintenance of equipment.
12. Establishes and enforce safety regulations, work performance standards, rules and working conditions.

KEY PERFORMANCE INDICATORS

1. Service work performed is profitable with no callbacks
2. Technician continues to show improvements in knowledge, efficiency and profitability
3. Service processes such as closing a job are followed and performed within the prescribed time frame
4. Service Technician maintains a high Customer Service rating tied to technical satisfaction

COMPETENCIES:

1. Ethics and trust

- a. Communicates in a truthful, open and honest manner at all times
- b. Operates with a level of clarity and objectivity
- c. Maintains a high level of confidentiality with all company information
- d. Resolves to consistently keep commitments

2. Communication

- a. Presents thoughts and ideas in a clear, concise, organized and persuasive manner (both verbal and written)

- b. Adapts communication style to different audiences
 - c. Confident with expressing self with all levels of the organization
- 3. Planning and Organizing**
- a. Identifies key goals and priorities
 - b. Plans and prioritizes tasks based on company goals and department objectives
 - c. Practices effective delegation as a tool to accomplish important tasks
 - d. Effectively organizes work and information
 - e. Maintains a detail-focused mindset to complete work accurately and reliably
- 4. Attention to Detail**
- a. Double-checks the accuracy of information and work to ensure correctness
 - b. Carefully monitors the details and quality of own and other's work
 - c. Expresses concern that things be done correctly, thoroughly and precisely
 - d. Completes all work according to procedures and standards
- 5. Professionalism**
- a. Presents an appropriate professional appearance
 - b. Works to make a positive impression on others by using communication skills
 - c. Understands how one is perceived by others
 - d. Maintains positive working relationships by being punctual, helpful and pleasant
- 6. Problem Solving: Judgment / Analytical Acumen**
- a. Understands organizational systems, procedures and policies
 - b. Uses organizational awareness to identify potential business problems and opportunities
 - c. Effectively uses the organizational structure, as well as own knowledge and experience to solve business problems

PHYSICAL DEMANDS:

1. Work is performed while standing, sitting and/or walking.
2. Requires the use of hands for simple grasping and fine manipulations.
3. Requires bending, squatting, crawling, climbing, reaching.
4. Requires climbing ladders
5. Requires the ability to lift, carry, push or pull medium weights, up to 50 pounds; 100 pounds with assistance
6. Requires activities involving being around moving machinery, exposure to changes in temperature and humidity, and exposure to dust, fumes and gases.

QUALIFICATIONS:

1. High school diploma, GED or suitable equivalent.
2. 1+ year experience as an HVAC technician, and willingness to continue education in HVAC field.
3. Valid driver's license.
4. Understanding of advanced principles of air conditioning, refrigeration and heating.
5. Working knowledge of boiler systems.
6. Proficient in reading schematics and work plans.
7. Considerable knowledge of mechanical maintenance, repair, and systems installation.
8. Skill in diagnosing mechanical defects in air conditioning, refrigeration, and related equipment and systems.
9. Thorough knowledge of the occupational hazards and safety precautions of the work.
10. Ability to work after hours, over weekends, and on public holidays with short or no notice.
11. Excellent written, verbal and interpersonal skills.
12. Strong communication and organizational skills
13. Ability to work with various types of people, as this role involves interaction directly with customers (end-users) Intech Staff and Management, Union Representatives, and other Service Team members

SAFETY

1. Support EH&S efforts of Intech Mechanical and understand and comply with EH&S Policy.
2. Provide a culture of safety throughout the business. Promote and support safety awareness with all employees in your Area Of Responsibility as well all employees within Intech Mechanical. Be a leader in your AOR to promote and drive job safety.
3. Ensure implementation of all Intech EH&S Management systems for your Areas of Responsibility (AOR) and monitor EH&S compliance holding stakeholders accountable and taking corrective action when appropriate
4. Incorporate EH&S into business decision making process including estimating, job walks and work site safety. Ensure all people in your AOR receive appropriate education, and all necessary and required EH& training.
5. Report all occupational injuries, illnesses, environment spills or fire, regardless of severity, to the Safety Manager immediately.
6. Report all identified hazards that could result in an injury, illness, environment spill or fire, to Safety Manager immediately and assist in correcting the issue if necessary.

The above job description is intended to describe the general nature and level of work performed by employees assigned to this position. They also provide the success criteria that are expected by employees working in this capacity. They are not intended to be construed as an exhaustive list of responsibilities. Additional duties may be assigned as required and/or success criteria are subject to change in order to meet the needs of the business.

Acknowledgement

I have received and reviewed the Job Description:

Print Name

Signature

Date

Intech Mechanical Company Inc is an Equal Opportunity Employer