

**JOB TITLE: Field Technician – American Specialty-Atlanta, GA**

*Enjoy helping people? Have good technical know-how? You could be the right person for our team. American Specialty sets the standard for automated storage technology, and we are looking for someone with people skills and technical skills to join us as a Field Technician in the Greater Atlanta area. We have a variety of vertical lift and storage-based equipment items that need to be installed, serviced, and relocated for our clients. This is a **rapidly** growing industry, and this is your chance to get in and have a long-term career with good pay, benefits and opportunity to advance.*

**Key Responsibilities and Accountabilities:**

1. Execute equipment installations and customer support both independently and by coordinating and/or training external crews when required.
2. Identify, diagnose, and resolve problems for user of American Specialty equipment.
3. Provide one-on-one, end-user problem resolution either on-site or by using phone communication.
4. Deliver, tag, set up, and assist in the configuration of end-user hardware, software and peripherals.
5. Report hours, expenses, and requirements for spares, repairs, and urgent shipments timely.
6. Coordinate appropriate repair of equipment and software covered by third-party vendors
7. Support service team with answers to frequently asked questions from customers

Please note: this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice. It is expected that this role will perform other duties as assigned.

**Qualifications and Skills:**

*American Specialty is known for its professionalism, customer service, and product quality. Our Field Technicians love solving problems for people. For this job, you will need a strong aptitude for electrical/mechanical technology. Your work and your customer relationships will show integrity, good communication, and leadership skills. You will be an ambassador of excellence for American Specialty.*

*The individual in this position must have a high degree of integrity, resourcefulness, and professionalism in working with colleagues and clients.*

1. The ability to pass security screenings for secure military and Department of Defense sites is a must
2. Desired 3-5 years of electro-mechanical experience is a plus; experience in the Vertical Lift Modules (VLM)/ Automated Storage & Retrieval (ARS) industries is a plus; combination of education and experience can be considered
3. Minimum education of a high school diploma required; vocational school diploma or higher in related field is preferred
4. Strong computer skills, including proficiency in current versions of MS Office is desired, and must be able to navigate custom databases and on-line document management software.
5. Travel and out of town overnight services will be required.
6. Ability to operate a forklift, scissor lift, and work at heights (via ladder or lift) range up to 35' feet is required.
7. Starting Range of pay rate \$22-25/hr pending on experience and/or education.

To apply – please send resume to [karen@stayvisiblemarketing.com](mailto:karen@stayvisiblemarketing.com)

**American Specialty**

www.americanspecialty.com