



# Job Description – Service Technician

**Position Title:** Field Service Technician

**Position Location:** East Region

Can you make the AGC Difference? AGC Heat Transfer, Inc. is looking for a Field Service Technician who understands the importance of excellent customer relations while providing quality service to keep key manufacturing systems operating smoothly.

## Brief Company Description

AGC Heat Transfer, Inc., a wholly owned subsidiary of Alfa Laval, AB, is the leading OEM of sanitary plate heat exchangers in North America, manufacturing plate heat exchangers specifically designed for sanitary applications. AGC offers complete heat exchangers, services as well as upgrades to plate packs, gaskets and spares that fit multiple brands. In addition, AGC offers Field Leak Testing and inspections of plate heat exchangers that meet the 3-A sanitary standard.

**Job Description:** Field Service Technician performs heat exchanger preventive maintenance inspections, repairs, troubleshooting, supervises installations and training programs in the field at customer locations throughout the United States. The Field Service Technician accurately reports these service visits for AGC customers for planning, corrective actions and to assist with proper plant preventive maintenance.

**Job Duties:** Field Service Technician performs the following duties and other special projects upon request:

- Field PlateCheck™ and Tubular Heat Exchanger inspections, heat exchanger repairs, troubleshooting, installation and supervision, and training at customer locations - including travel to customer locations.
- We anticipate you will perform four to five or more inspections or supervision service calls per month depending on the location and time involved in travel.
- Some of the inspections and associated travel will be during the weekend.
- Because you will work some weekends you will have to schedule your “off days” as required and be flexible as customers may require emergency service during these days.
- Maintain good relationships with customers with courteous, professional service and recommendations for operational / maintenance improvement.
- Training of new AGC service technicians in the future as required.
- Maintain customer plants folder with reports, equipment serviced and contacts. Initiation of phone meeting to discuss future inspection/supervision assignments with AGC Sales Engineers.
- Review- Previous Report, Possible Issues or “what if’s”, focus of Inspection, determination of key contacts/decision makers, Potential Sales Opportunities, drawing updates and a call back time.



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- Generate and complete within 48 hours a service report of the service visit
- Job related travel expenses paid by employer and technician will be provided a cell phone, laptop, safety equipment and work clothes allowance. Company vehicle provided for use as needed dependent on the job and location.
- Complete expense reports on a bi-monthly basis for reimbursement to company credit card

**Basic Qualifications:**

**Travel:** Must be willing to travel >15 days per month and possess a 'take charge', hands on attitude working independently under minimal supervision.

**Education:** High School diploma or GED Equivalent required. Technical school training or college degree a plus. Maintenance or other Manufacturing certifications a plus.

**Experience:** Excellent communication skills and good computer knowledge a must. Comfortable with Office 365 applications (Outlook, Teams, Word, Excel) and basic typing skills. Mechanically inclined and experience using tools and equipment a plus. Willingness to learn and open to continuous improvement a must. Maintenance experience, experience with Dairy manufacturing or knowledge of Plate Heat Exchangers a plus. Past military experience is also a positive advantage.

**EQUAL OPPORTUNITY EMPLOYER**

Submit resumes to [kenm@agcheattransfer.com](mailto:kenm@agcheattransfer.com)

AGC Heat Transfer, Inc.  
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