

Job Title: Process Service Technician

Reports To: Aftermarket Manager

Direct Reports: none

Compensation Status: Salary

Employment Status: Full Time (45 hours per week)

COMPANY INFO

MW Watermark wants to make a difference. We are passionate about the world's water. We are innovative, focused on customer service and always try to exceed expectations. We are an environmentally conscious company with people who are energized, encouraged and inspired to make a difference in the water business, and as a result, make a positive difference to our planet by helping to keep our shared, finite water supply clean and usable for generations to come. We build amazing water and wastewater treatment equipment. Together, we can make a difference.

SUMMARY

This position would be responsible for excellent customer service while maintaining MW Watermark's Treatability Process Lab, trouble-shooting, field service support, and related duties. Some travel is required and is typically less than 10%.

PRIMARY RESPONSIBILITIES

1. Run Lab Samples and create reports for internal and external customers.
2. Maintain database of lab testing results and generate reports to send to customers.
3. Work closely with Capital Sales for sizing and specifications related to lab findings.
4. Help customers telephonically with process related issues.
5. Help customers telephonically with mechanical / service related issues.
6. Work with Aftermarket Sales to define customer scope, service, or material requirements.
7. Support Field Service staff both telephonically and in person as needed.
8. Work with the engineering department to continually address and improve any issues encountered in the field.
9. Travel as needed for process related or complex start-ups.
10. The ability to work in a self-directed, fast paced environment.
11. Promote and contribute to a continuous improvement culture.
12. Other duties as assigned by the Sales Manager.

KNOWLEDGE AND SKILL REQUIREMENTS

1. Bachelor's Degree or higher preferred.
2. Engineering and Chemistry background desired.
3. Ability to use laboratory measurement equipment required (e.g. scales, drying oven, graduated cylinders, etc).
4. Excellent troubleshooting skills and experience required
5. Understanding of and experience with liquid filtration, water treatment, solid/liquid separation processes, dewatering applications and equipment is desired.
6. Must be an avid user of computer software including Microsoft Office.
7. Must be organized and able to perform in a fast paced environment.
8. Excellent written and verbal communication skills.

WORKING CONDITIONS

Working conditions are normal for a laboratory environment. Business casual attire required. Lab coat and proper PPE is supplied. Occasionally work may be done on the production floor which requires the use of safety equipment to include but not limited to; safety glasses, hearing protection, steel toe work boots, and hardhats.