

16200 Georgia Peach Ave, Covington GA 30014

Ph# 770-788-6744, Ph# 888-Dry-Air7

**About IAT**

Since the inception of Innovative Air Technologies in 2001, we've desired to change the status quo when it comes to low humidity systems. Our vision is to enrich the lives of our customers by offering quality, flexible, value-driven solutions for any dehumidification application.

**That's IAT!**

This drives us to innovate with our products and offer an industry-leading customer service experience from planning to implementation and beyond.

**Job Title: Field Service Technician**

**What we are looking for in a Team member:**

We are looking for a Field Service Technician to team up with our customers, sales team and engineering group to help create a world-class installation and operation experience with our product. This person will be a part of our Field service team working to help enrich the lives of our customers. This position will help support both existing and new installations. We are looking for someone that is self-motivated, positive, and excited about making an impact, innovations, and providing a world-class customer experience.

**Primary Responsibilities:**

* Travel to sites to conduct start-up & field service calls on our dehumidifiers
* Perform standard duties similar to refrigeration technician in the field
* Work with the refrigeration, electrical and QC teams when in the factory
* Support and answer customer and job site questions
* Generate reports for field service visits and issue resolution
* Work with customers in-person and on the phone to answer questions and resolve field issues to help develop and nurture relationships with new and existing customers
* Help train customers and contractors on the service requirements of our product
* Convey ideas to prevent re-occurrence of issues and improve product design
* Work with manager and engineering on product development to help minimize start-up time, reduce rework and prevent service issues before they can happen
* Monitor and manage cost associated with field service.
* Help promote the sale of maintenance plans and look for new opportunities at existing sites.

**Basic Qualifications:**

* Min. H.S. diploma
* Professional, positive, and motivated personality
* Min. 3 years of field service experience on Dehumidifiers, HVAC or other air handling equipment
* Working knowledge of electrical and sheet metal design
* Min. 2 years of experience with PLC, controllers, or other smart controls
* Excellent communication and people skills
* Very good organizational and time management skills
* Proven ability to analyze and resolve problems quickly and effectively
* Ability to travel to job sites in locally and in other states up to 75% of time

**Preferred Qualifications:**

* 5+ years’ experience as field service technician
* Welding and fabrication experience.
* Advanced training on HVAC
* Experience with dehumidifiers
* 2+ years of experience with PLC, controllers, or other smart controls
* Good technical writing skills.
* Sales experience

Job Type: Full-time

Experience: min. 5 years field service experience

Benefits: 401K, Health Plan, Bonuses, Monthly Lunches, and Company Sponsored Team-building Events.

Travel: 75% max. for site visits