



Position: Field Service Technician

Location

- PDI maintains its corporate headquarters in Cleveland (Solon), OH.

Outlook

- Pile Dynamics, Inc., a growing company headquartered in the greater Cleveland area, is the largest manufacturer of foundation dynamic testing equipment in the world.
- The pile testing industry is a specialized field in which PDI is the industry leader in terms of knowledge, skill, innovation and size due to its unique history and connection to some of the founders of modern dynamic testing. Since the 1970s this testing sector has been growing consistently and PDI with it.
- PDI is dedicated to pursuing excellence in quality assurance methods by providing quality products with quality service for the deep foundation industry. PDI understands itself as developing the next frontiers in deep foundation testing technology and practice.
- PDI maintains a small firm attitude despite the fact that it has global sales. This allows for a collegial and positive atmosphere despite the challenges of its cutting-edge technology and work schedule.
- PDI has a network of sales representatives spread from the Far East to South America to Australia.
- The products improve the quality assurance of deep foundations on jobsites in over 100 countries throughout the world.

EEO Statement

- Pile Dynamics, Inc. is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to sex, race, color, national origin, age, religion, marital status, military service, or any other characteristic or trait protected by federal, state, or local law.

Diversity, Inclusion and Connectedness Statement

- Pile Dynamics' commitment to diversity and inclusion are an integral part of our company values. We believe that attracting, developing, and retaining employees that reflects the diversity of our customers is essential to our success. PDI's inclusive culture is the result of our commitments, our collaboration, and our inspiration to grow.

Position Summary

The Field Service Technician is responsible for the installation, demonstration, and training of electronic test devices at customer locations.

Responsibilities

- Travel (Domestic and International) to customer sites.
- Training and/or demonstration of field test equipment.
- Presentations and reporting of field-testing results to clients.
- Repair and maintenance on customer equipment (Field & Office).
- Testing of Systems and customer support.
- Frequent use of hand tools and test equipment.
- Assembly of Finished Goods.
- Organizing Demo and Rental Equipment.

Required Qualifications/Experience/Education

- 2+ years of field service experience is required
- Must possess good mechanical and basic computer skills
- Ability to communicate effectively, both oral and written
- Must have customer service skills
- Organizational skills and the ability to execute in a timely manner are essential
- Must be detail oriented, self-motivated and have a driven character
- High School Diploma or GED is required
- Passport (Global)

Physical Requirements

- Heavy lifting required. Need to be able to lift upwards of 50 - 75 pounds.
- Manual dexterity to operate office equipment. Requires extended periods of standing, walking and sitting.
- Normal or corrected vision and hearing to normal range

Level of Supervision

- This position reports directly to the Field Service Supervisor.
- Proactive interaction with the production and engineering departments.

Earnings & Benefits

- This is a full-time, salaried position with an annual bonus component
- Medical insurance (Option 500 or HSA plan)
- Dental and vision insurance
- Voluntary/Supplemental: Accident, Short-Term Disability and Voluntary-Term Life Insurance
- 100% coverage of Group-Term Life Insurance, Long-Term Disability and Accidental-Death-and-Dismemberment (AD&D) Insurance
- Paid vacation, sick and holidays
- 401(k) match
- Employee Stock Ownership Plan (ESOP) enrollment after 1+ years of service

The above statements and responsibilities are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities and duties.

