



JOB DESCRIPTION / COMPETENCY REQUIREMENTS

Employee: _____
Position: Field Service Technician **Status:** Non-Exempt
Reports To: Director of Field Service

Job Summary/Scope Statement

List the primary reason this job exists and the purpose of this position

The primary responsibilities of the field service technician are to be a mobile repair and/or assessment technician who will travel to our customers, international and domestic, in order to troubleshoot equipment problems while providing superior customer service.

Job Responsibilities

List the primary job responsibilities determined for the position title.

- Ability to read hydraulic and electric schematics for Top Drive systems.
- Use basic hand tools as well as oscilloscope and multi-meter.
- Be familiar with Allen-Bradley PLCs, RSLogix 5000 Software, Siemens asset Step 7, Panelview HMIs, and Factory Talk Software.
- Be familiar with Communications Systems (Ethernet, Modbus, etc.).
- Prepare accurate records on the maintenance and require of equipment.
- Analyze and diagnose equipment malfunctions.
- Participate in various long-term preventative maintenance projects.
- Have knowledge and experience with other drilling equipment, but is not required.
- Be able and willing to work a flexible schedule.
- Domestic and International travel is required.
- Be a self-starter and able to works in a fast-paced environment.
- Provide technical support to co-workers and customer as needed.
- Contributes to team effort by accomplishing results as needed.
- Participate in GDS Safety and Quality programs.
- Performs other duties as assigned by Management.
- Ability to assemble and transmit technical reports to customers externally and internally with the defined policy time frame.

Experience / Education Requirements

List the minimum education and/or experience (competencies) required to perform this job successfully; include applicable leadership responsibilities.

- Requires a 2 year Technical degree, or equivalent work experience.
- A minimum of 2 years previous experience in the field or in a related area.
- Preferred to have Top Drive mechanical, electrical, hydraulic configurations, equipment operations, and be able to effectively troubleshoot Top Drives.



- Strong communications skills and the desire to be a leader in service.
- Basic computer skills, including proficiency in Microsoft Word, Excel, and Outlook.
- Basic familiarity with AC and DC drives.
- Must be highly organized and have the ability to deal with stressful situations as well as down time.

Physical Requirements

The physical demands described here are representative to those that will be faced an employee in order to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to essential functions.

- While performing the duties of this job, the employee is frequently required to stand; walk; use hands to handle/feel objects; and reach with hands and arms.
- While performing the duties of this job, the employee will spend long hours standing and using tools.
- While performing the duties of this job, the employee may also have to lift items up to 50 pounds.
- While performing the duties of this job, the employee may need to travel; international and domestic travel may be required at times and with short notice.
- While performing the duties of this job, the employee will be inclined to inclement weather including, but not limited to, extreme heat and/or cool temperatures.

Approval

The employee named above meets the requirements of this job description/qualification record and is hereby approved to perform the duties and responsibilities stated within.

Approval: _____
Employee's Supervisor

Date: _____

Approval: _____
Employee

Date: _____