



Position Announcement

Field Service Technician (Chicago, IL)

Title: Experienced Field Service Technician
Location: Chicago, IL
Employment Type: Full Time
Relocation Covered: No

Department: Service
Reports to: Regional Service Supervisor
Manages Others: No
Industry: Industrial Vehicles

Orange EV is the leading OEM providing industrial fleets with heavy duty electric vehicle solutions that are proven to save money while being safer, more reliable, and preferred by drivers and management alike. Orange EV's commercially deployed Class 8 trucks, chosen by more than 85 fleets across 18 states, Canada, and the Caribbean, have surpassed a combined 734,000 key-on hours and 2.3 million miles of operation (data as of February 2021). Join Orange EV's industry-leading team.

Position Description

A regional Field Service Technician will be responsible for performing Field Service activities for all local Orange EV Vehicles. This individual will be able to diagnose, repair, and provide root cause analysis; evaluate Remote Monitoring System data to identify possible performance related concerns as well as to study vehicle utilization; accurately record all Service work and develop pertinent reports; collaborate with customers and third party service providers; provide technical support for sales and marketing efforts; perform field upgrades or retrofits; facilitate tool and parts warehousing. With assistance from the Service Team the Service Technician will plan and execute a complete Service strategy for the region.

Responsibilities

- Understand the complete vehicle at a systemic and component level in order to effectively and efficiently diagnose and repair
- Represent Orange EV in the upmost professional manner
- Utilize Remote Monitoring System and the Service Record Keeping System to determine a service plan and prioritize customer needs
- Accurately record all Service activity in the Service Record keeping system
- Communicate with customers and third party service providers to aid in diagnosis or issue escalation and promote the most efficient repair scenario
- Work with site manager and electrician regarding logistics of charging infrastructure location, cost, and timing
- Evaluate conversion vehicle candidates and prepare thorough report on condition
- Support Customer Technicians and Third Party Service Providers with ancillary repairs
- Provide a secure remote location for tools, parts, and other necessary items
- Deliver Operator and Maintenance training in addition to sales and business development support
- Travel as required for initial training and to ensure Service Team goals and customer needs are met

Required Qualifications

Education: High School Diploma Required, Related Technical Degree preferred

Experience:

- Travel as required for initial training and to ensure Service Team goals and customer needs are met



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- 5 or more years' experience in Automotive or Electrical industries
- Knowledge of principles and processes for providing superior customer service
- Analytical approach to problem solving
- Ability to handle many functions at one time and adjust to rapidly changing priorities and schedule
- Ability to set and prioritize goals and achieve them per a schedule
- Ability to execute and follow through on instructions given by supervisor
- Knowledge of computer word processing systems
- Ability to articulate clearly when writing including composition, spelling and punctuation

Additional Desired Skills

- Knowledge of principles and processes for providing superior customer service
- Analytical approach to problem solving
- Ability to handle many functions at one time and adjust to rapidly changing priorities and schedules
- Ability to set and prioritize goals and achieve them per a schedule
- Ability to execute and follow through on instructions given by supervisor
- Knowledge of computer word processing systems
- Ability to articulate clearly when writing including composition, spelling and punctuation

Compensation

- \$58000 annually

Applicant Instructions

We appreciate your suggestions or referrals to individuals who may have an interest in this outstanding opportunity. Please direct all inquiries and resumes to Erin Callahan, ErinC@OrangeEV.com. No recruiters, please.