



VAHLE, Inc. • 407 Cane Island Parkway • Katy, TX 77494 • Phone 713.465.9796 • Fax 713.465.1851

Technical Services Tech II
FLSA – Non-Exempt Status
Reports to Technical Services Manager

JOB PURPOSE

The Technical Services Technician will provide installation, trouble shooting, repair, and other services for the standard range of VAHLE electrification and automation products and services for our customers. Training will be provided. The Technician II will be responsible to lead a team of technicians onsite. The Technician II position supports and helps develop customer relationships in the Crane Technology, Amusement, Assembly Automation, and other market industries. The Technician II will be required to maintain accurate site and travel records for inclusion with site reporting.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The Technician will become proficient in VAHLE systems and applications in a variety of industrial settings. Training and Certification on VAHLE systems and applications will be required and provided.

The Technician is the face of VAHLE at all times (at home office, while on job sites and during travel to/from job sites), and has an obligation to present and conduct him or herself professionally.

The position will actively seek opportunities to educate our customers about VAHLE products and services and highlight these products and services during opportunities to increase our business base with the customers.

This position will be based in Houston, TX. Travel will be required to installation job sites and the role may include training in Germany. Travel may often be required “at last minute” in the event of emergencies or other unplanned site occurrences. Planned site shut downs often occur during holidays. The Technician must be available to travel with very little or no advance notice.

This position requires 75% of travel time.

This position is responsible leading a core team of technicians at onsite locations.

As part of the travel requirements, the Technician will be required to submit any required customer site reports along with their travel expenses in a timely manner.

The Technician will be required to complete safety training and will be subject to drug, alcohol, and substance testing as a requirement for entrance to customer jobsites. Test results must be negative.

QUALIFICATIONS

KNOWLEDGE AND ABILITY:

- Technically based problem solving for customers is required and knowledge of concepts and theories for electrical applications is fundamental.



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- Must have strong customer focused attitude with an ability to establish and strengthen long term customer relationships.
- Good interpersonal skills to plan, coordinate, and communicate closely with customers, service team, and sales department members is essential.
- Experience leading a team on jobsites is required.
- Should be able to read or interpret complex prints, drawings, and other industry related documents.
- Knowledge of OSHA regulations and safety practices is required.
- Ability to work under pressure and possess good teamwork ethic. Be respectful in all aspects of the position.
- Certifications for industrial equipment such as fork-lift, scissor lift and boom lift are preferred and must be obtained if this has not yet been achieved.
- Must be skilled and have experience using hand tools.
- Ability to be flexible and problem solve as site conditions/circumstances change.

TRAINING AND EXPERIENCE

Previous work experience in wholesale, distribution or manufacturing industries is preferred. This position requires excellent English language proficiency including speaking, spelling, content and structure, and general math functions. A valid driver's license is required. A valid passport or the ability to qualify for a passport is required.

- Previous installation of technical products is required.
- Electrical or other related industry certification is preferred.
- Very good technical prowess is required.
- Preparedness for frequent services and sales trip is required.

WORK ENVIRONMENT

Most work is performed in the field, traveling to work or visit customer locations. Extensive travel by driving and flying is required.

The customer site locations be can cold, hot, dirty and with poor access (includes high elevations and confined spaces). This position requires physical agility such that VAHLE products can be installed or serviced. Heavy lifting may be required.

Utilization of both gross and fine motor skills of the upper extremities are required to provide services, this includes regular use of hands to handle or feel and reaching with hands and arms. Vision requirements for this job include close vision and an ability to view a computer screen.

This position requires the ability to safely climb a ladder while carrying items and have a good sense of balance. The use of scissor and other lifts is also required, work may be performed at heights well over six feet. Employees should be comfortable working at such raised elevations. The position requires being able to lift 75 pounds.

Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Omission of specific statements regarding duties does not exclude them from the position if the work is similar, related or logical to the position.



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