



EXPERTS HELPING EXPERTS

## Controls Tech – Job Description

### **Job Description for Controls Service Technician**

The primary objective of this position is to perform startup and service on control lines sold by Air Equipment Company under the direction of the Technical Services Manager. This position will be responsible for configuring and programming a variety of field installed controls accurately, completing startup documentation correctly, and effectively communicating the status of projects. The controls AEC represent include but are not limited to Phoenix Venturi Valves, ABB drives, and Aircuity systems. This role will demonstrate excellent problem solving, time management, and computer skills. This role will also demonstrate excellent communication skills with other BAS contractors and end users of control systems.

### **Primary Functions:**

- Responsible for the execution of manufacturer startups and warranty repair for the control lines represented by AEC.
- Responsible for correctly configuring and programming a variety of manufacturers' controllers.
- Responsible for troubleshooting and repairing controls related equipment during warranty period.
- Responsible for performing service for aftermarket customers of AEC controls manufacturers.
- Responsible for accurately completing startup documentation in a timely manner.
- Responsible for documenting and communicating warranty issues.
- Communicating with project management and service controller to ensure jobs remain on track and on schedule.
- Consistently reporting time and detailed notes in a timely manner
- Collaborating with Technical Service Manager to ensure AEC site / equipment issues are resolved effectively and efficiently.
- Ensuring jobsite safety
- Technical assistance– specifically associated with AEC control lines, sequence of operations, troubleshooting issues, and supporting BAS contractors with integration.
- Collaboration with Technical Service Manager to identify process and product issues.
- Responsible for participating in AEC's EOS system. Includes but not limited to:
- Always maintain company culture and core values
- Understanding of companies long and short-term mission and vision
- Accountability to measurables to management
- Attending regular L10 meetings with Technical Service Team
- Attending regular Same Page meetings with management

### **Seat Primary Objectives:**

- Startup and Labor warranty hours <= budgeted hours
- Collaboration on Hot List resolution
- CST Billable time >= 85% of available hours

### **Primary Processes followed by this seat:**

This seat is responsible for following the below processes:



LOUISVILLE  
1701 Payne Street  
Louisville, KY 40206  
502-587-7349

LEXINGTON  
997 Floyd Drive, Suite 140,  
Lexington, KY 40505  
1-800-489-0506

[www.aecky.com](http://www.aecky.com)

# AIR EQUIPMENT COMPANY

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- Startup Processes
- Warranty Resolution Process
- Quality Control Process
- On call Process

## **Education, Experience and Qualifications:**

- Minimum High School Diploma or GED required.
- Minimum of 7 years' experience in Commercial HVAC or related industry.
- Excellent PC Skills in Microsoft Office and Equipment Configuration software, Niagara certification preferred.
- OSHA 10 preferred, training for OSHA 10 will be provided if needed.

## **Knowledge/Skill Set:**

- Understanding of basic electron theory, how electricity travels, AC and DC currents, single phase and three phase circuits, and series and parallel circuits. Ability to read basic wiring diagrams. Understanding of Ohms Law. Ability to use multi-meters to read voltage, current and resistance values. Must be able to troubleshoot basic electrical circuits.
- Understanding of BAS communication principles including BACnet, LON, and MODBUS
- Understanding of BAS terminology including but not limited to point types, facets, MAC/instance address schemes, baud rate, and Neuron ID.
- Excellent time management, communication, organizational, and problem-solving skills
- Proficient with the following software – Excel, Word, Outlook, Bluebeam/Adobe
- Able to read construction documents
- Must have the ability to switch quickly between tasks based on priority and timeline
- Able to deal with high pressure situations
- Works well within a team dynamic
- Ability to maintain excellent customer and employee relationships
- Position required use of strong technical knowledge to navigate difficult issue resolutions

## **Additional position requirements:**

- Responsible for technical support, troubleshooting, and issue resolution for the aftermarket service team when necessary.
- Works with Service coordination and parts to maintain warranty resolution processes.
- Ability to perform field calls, startups, and troubleshoots
- Flexibility to work outside normal business hours as needed
- Must be able to drive to job sites throughout the State of Kentucky and Southern Indiana and have flexibility to stay overnight occasionally for several days at a time.
- Able to work on-call and overtime as needed
- Good hygiene, cleanliness, appropriate attire
- Maintain company owned tools, vehicles, computers, and cell phone.
- Company reserves the right to random drug screenings without notice
- Will be required to lift heavy objects on a regular basis



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Candidate can expect to go through several manufacturers (various location around the US) training programs as well as on the job training. Candidate can expect travel for our company to be primarily in the state of Kentucky.

Compensation commensurate with education and experience. Full benefits offered

\*\*This job description shall remain fluid and will be reviewed on an as needed basis.



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