



## TEAM MEMBER POSITION DESCRIPTION Field Service Technician

Doran Manufacturing (Cincinnati, Ohio) is a third generation, family-owned business, that provides safety and maintenance monitoring technology and products for commercial vehicles. We are growing and are looking to add the next great person to our team as a full-time **Field Service Technician**. The person will be responsible for traveling to our customers' maintenance shops, production facilities and job sites to complete trial installations, providing training sessions to technicians and handling elevated technical support questions for Doran's tire monitoring systems technology and safety products for truck fleets, off-the-road equipment and school bus fleets.

We are seeking a trusted team member who will also conduct new product testing/verifications and product programming and testing when not traveling. In addition, the person will also provide assistance with manufacturing, assembly, shipping and other tasks required to exceed our customers' expectations, as needed.

***Mission Statement:*** *Our team creates trusted commercial vehicle solutions through service, innovation and continuous improvement*

***Vision Statement:*** *To be a global leader in safety and maintenance monitoring technology*

***Culture Statement:*** *To empower individuals to contribute and grow by investing in their careers while serving our customers and community*

### **Responsibilities include:**

- Follow established installation templates, manuals and guidelines to properly install Doran's products for trial installations and training sessions
- Have the ability to troubleshoot, diagnose and correct issues that may develop during installation process and provide post-installation support over the phone
- Must be able to work efficiently and effectively without direct supervision
- The individual must also have good communication skills and be able to work in a team environment
- Learn how to travel efficiently and effectively with expected travel to be more than 50% of the time on the job
- There will need to be flexibility when an extended shift and/or overtime is needed to meet customers' requirements.

### **Key Objectives/Top Performance Results Expected:**

- Complete assigned installations and training sessions which exceed our customers' expectations in a timely manner
- Must be able to think independently, but work as a part of team
- Must be able to take instructions, follow directions and must focus on quality
- Productivity and quality must meet or exceed standards and expectations
- Gain experience and develop strong knowledge of Doran's products
- Record and communicate installation deliverables to sales team in a timely manner
- All tools and equipment must be maintained and ready to perform

The individual expected to show a high level of respect for customers, fellow team members and/or the company at all times

**Skills Required:**

High level of mechanical aptitude  
Familiarity of working on trucks or other heavy equipment is preferred  
First-hand knowledge of working with telematics devices and/or electronics is a plus  
Real world experience working in a vehicle shop environment is a plus  
Quality conscious and detailed oriented  
Possess simple mathematical skills and have the ability to read  
Ability to understand simple wiring diagrams  
Working knowledge with Microsoft Office and basic computer skills

**Education Required:**

High School Graduate or G.E.D.  
Automotive Service Excellence (ASE) Certification is a plus  
Mining Safety Health Administration (MSHA) Certification is a plus

**Physical Requirements:**

Good dexterity  
Good eyesight, corrective lenses are acceptable  
The ability to stand and work for extended periods of time  
The ability to lift up to 50 pounds

**Additional Details:**

Position location: in person at company headquarters in Cincinnati  
▪ 2851 Massachusetts Avenue, Cincinnati, OH 45225  
Full-time position (40 hours/week); Monday through Friday, 8am – 5pm (Eastern) with optional flex time, some occasional overtime and occasional weekend work  
\$18.00 - \$25.00 per hour pending experience and knowledge  
We offer medical, dental and life insurance benefits, paid-time-off, profit sharing bonuses and a 401k retirement savings with company matching funds  
Full reimbursement of travel expenses is provided with documentation

**Other:**

Candidates must be at least 21 years of age  
Candidates must have an acceptable driving record  
Candidates must pass a pre-employment physical with 10-panel drug screen and submit to a background check  
Candidates must be fully vaccinated against COVID-19 to comply with customer requirements and international travel laws

**OUR DRIVE**



**KEEPS YOU  
MOVING!**