



Job Title: Service Technician

Location: New Jersey/California

Job Type: Full Time

Industry: HVAC

Closing Date/Time: Continuous

About us:

BROAD U.S.A. is a privately held company headquarters in New Jersey, supporting the sales and service to our customers in North America. Relying on our innovative and environmental-friendly technology, BROAD U.S.A. commits itself to optimize energy efficiency for clients in Commercial, Civil and Industrial markets since 1988. Broad U.S.A. supplies non-electric central air conditioning powered by natural gas and waste heat with packaged water distribution system, 2 times more energy efficient than traditional central air conditioning.

About the role:

We are seeking a service technician who will embrace our innovative spirit and will work with a dedicated team in our daily business. The service technician is responsible for managing daily operations, as well as being a contact for customers and their service issues. The service engineer will assist in establishing and implementing short-and long-term plans to grow the field service business, maximize profitability, and provide world-class service to customers. This position will be responsible for the overall success of the company.

Job duties:

- Identifies, analyzes, diagnoses and repairs systems and products at customer's location.
- Perform troubleshooting, repair, preventative maintenance and emergency service for servicing products and equipment on assigned projects and ensuring customer satisfaction.
- Will be responsible for the startup and commissioning of new systems.
- Provides technical support to customers.
- Documents work by completing paperwork on each job, including daily time, progress, and duration; and maintaining files.
- Build strong customer relationships as well as knowledge and understanding of new and existing client needs/expectations.

- Attend appropriate technical and manufacturer training.
- Ability to work overtime as needed, including working up to a 5 to 7-day work week occasionally and/or during peak season
- Regular travel requirements with some overnight travel

Qualifications needed:

- Legal work status in the U.S.
- 2+ years frontline services experience

Compensation:

- Compensation package is a blend of salary and incentives and is determined by experience
- Medical benefits ·
- Paid annual leave 7 – 20 days
- Ability to start on the ground floor of a growing business
- Ability to work with a true entrepreneur and influence the success of the business