

**Job Title: Field Service Technician**

**Company:** [On Spot Solutions LLC](#)

**Location:** Boston/New England Area

**Job Type:** Full-time

**Pay:** \$25.00 - \$29.00 per hour

**Job Overview:** The Field Service Technician provides in-person and remote customer service to clients in the Boston/New England area. This role includes performing field repairs on parking access and building access systems, software, and hardware, as well as assisting with the maintenance schedule. The technician will also work with upper-level support to configure firewalls, routers, and other network switches, and troubleshoot credit card configurations within parking or access control networks.

**Essential Duties and Responsibilities:**

- Perform field repairs on parking access and building access systems (software and hardware).
- Troubleshoot and correct issues down to the board level on devices/equipment.
- Resolve minor to complex software issues on parking/access systems.
- Understand and troubleshoot network setups.
- Identify and manage all network devices on a LAN (router, modem, switch, etc.).
- Work with upper-level support to set up/configure firewalls, routers, and other network devices.
- Provide effective customer service to both internal and external customers.
- Identify when higher-level support is needed and work closely with peers and support teams.
- Execute troubleshooting instructions from higher-level support efficiently.
- Maintain vehicle status and perform necessary maintenance.
- Manage inventory levels accurately in the ERP system.
- Communicate effectively with service coordinators, advisors, and the service management team.
- Handle transactions for assigned Service Repair Orders (SROs) in the ERP system, including parts and labor.
- Perform monthly preventative maintenance, including inspections, cleaning, lubricating, and adjusting equipment.
- Perform other duties as assigned.

**Qualifications:**

- Must be at least 21 years old with a valid driver's license and a clean driving record.
- Ability to drive to customer locations for field work.
- Working knowledge of Windows Server 2008/2012/2016, SQL, Windows 7 and 10, and network and firewall configurations.
- Aptitude for learning new technologies.
- Ability to work independently while keeping others informed of progress via multiple avenues (ERP system, email, phone).
- Proficiency in Microsoft Project, Excel, and PowerPoint.

**Education and Experience:**

- High school diploma or GED equivalent and two (2) years of related training/experience, or an equivalent combination of education and experience.
- Proficiency with hand tools and experience using ERP software is a plus.

**Certificates, Licenses, Registrations:**

- Valid Driver's License in the state of residence.

**Physical Demands:**

- Frequently required to drive, sit, stand, walk, handle objects, reach, climb, balance, stoop, kneel, crouch, or crawl.
- Must be able to lift/move more than 50 pounds frequently.
- Specific vision abilities required include close vision, distance vision, and depth perception.
- Ability to stand for long periods, climb ladders/stairs, handle small parts, and use various tools and equipment.

**Work Environment:**

- Frequently exposed to moving mechanical parts and vehicles.
- Occasionally exposed to wet/humid conditions, airborne particles, toxic/caustic chemicals, and outside weather.
- Risk of electrical shock with moderate to loud noise levels.

**Travel:**

- Occasional travel outside the regular region may be required, including air and vehicle travel, with advance notice.

**Schedule:**

- Monday to Friday, 8 a.m. to 5 p.m.
- Flexibility required for occasional overtime, weekend work, and on-call rotation (1 week a month).
- Advance notice and even distribution of hours based on business needs.

**Application Question:**

- Are you comfortable traveling to client sites within the greater Boston/New England area as needed to support installation and maintenance projects?

**Work Location:**

- Multiple Locations

**How to Apply:** Interested candidates are invited to submit their applications, including a resume and cover letter, detailing their relevant experience and qualifications.