



Job Description

Job Title: Service Technician / Operator

Position Type: Full Time

Aquapoint is an industry leading biological wastewater treatment system designer, manufacturer and service provider. We specialize in high performance nutrient removal and tertiary filtration of biologically treated effluent for municipal, residential, commercial and industrial applications. Our product line incorporates fixed-film attached growth processes and supplemental equipment to assemble treatment solutions that are compact, easy to operate, energy efficient and cost effective. Website: www.aquapoint.com.

In this position with strong growth opportunities you will split time between AquaPoint's Service and Operations departments. Approximately 50% of your time will be spent as an operator maintaining treatment systems for which AquaPoint holds service contracts. The other 50% of the time you will support the execution of new AquaPoint systems through production, shipping, installation and commissioning. Your direct reporting supervisor will be the operations manager.

Specific Service Duties:

- Work with AquaPoint Service Coordinator and Operation Manager to develop a monthly service schedule.
- Respond to alarm calls.
- Execute work orders (a client requested service beyond that required by the service contract).
- Coordinate with septic haulers to have septic tanks pumped as needed.
- Coordinate delivery of chemicals (alkalinity, carbon, coagulant) to applicable sites.
- Generate service reports using AquaPoint field reporting system (Adobe form on tablets).
- Submit field reports and service logs to accounting for billing.
- Interact with clients as needed to explain services provided, system conditions, parts replaced, etc.
- Take samples and arrange for laboratory pickup.
- Review analytical data and make process control adjustments to systems as required.
- Troubleshoot and diagnose system mechanical/electrical problems and corrective actions needed.
- Replace system components as needed (pumps, fans, electrical components, etc.).

Specific Operations Duties:

- Enter P.O.'s for specified components (new projects, inventory, warranty and replacement equipment).
- Communication with AquaPoint vendors to help facilitate production.
- Communication with sub-contractors (general contractors, earth workers, electricians, plumbers, etc.) to help facilitate project execution.
- Scheduling/coordinating shipping, delivery and onsite storage of equipment.
- Schedule and provide technical support for installations and commissioning.
- Provide onsite system training for new operators.
- Post-commissioning support for new operators.
- Aquapoint production responsibilities.
 - Fabrication of system components ie: Bioclere dosing arrays, MBBR aeration grids, etc.
 - In house testing and troubleshooting of control panels and other equipment.
 - Media loading in Bioclere tanks
- Work with Engineering Department to execute R&D projects.

Job Requirements:

- Strong organizational and time management skills.
- Excellent writing, communication and analytical skills.
- Ability to work independently and problem solve.
- Local and country wide travel required.
- Familiarity with windows operating systems (Word, Excel, Adobe, Outlook).
- Required to develop a strong understanding of AquaPoint products and processes.
- Required to develop a strong understanding of general wastewater treatment equipment and design principals.
- Required to develop a general understanding of mechanical/electrical systems and use of Multi-Meter.
- Required to work with power tools.
- Maintain an active MA Operators license (ideally grade 4).

Compensation:

- Competitive Base Salary
- Opportunity for performance based bonus (TBD).
- Blue Cross Blue Shield Medical Coverage.
- 401K.
- Paid vacation as noted on new employee information package (4/18)
- Company cell phone (keep your own # if desired but join AP plan).
- Company laptop or tablet.