

Dramm Corporation Career Opportunity

Field Technician - DRAMMwater

The Dramm Corporation is seeking to add a Field Technician for their rapidly growing **DRAMMwater** business segment. DRAMMwater designs and delivers water management and treatment systems for the commercial Controlled Environment Agriculture industry in greenhouses and indoor growing facilities that grow vegetables, ornamental plants, and pharmaceutical crops. This position requires overnight travel throughout North America that will average approximately 25-50% of workdays (typically 8 to 15 weekdays per month, 2 to 5 days each). The general skills required are excellent hands-on mechanical aptitude and skills, and a good working knowledge of electrical systems. The ability to work on multiple projects while traveling will be necessary for success in this position. Excellent oral and written communication skills are important qualifications, as this position requires working with customers both remotely and in person.

As a Field Technician you will have five primary duties:

1. Provide remote and/or on-site guidance to customers and/or their contractors on the correct installation of irrigation water management and treatment systems designed and supplied by DRAMMwater, and occasionally assisting in installation labor as necessary
2. Perform on-site water management system start-ups and commissioning services and provide continuing remote and on-site technical support to customers and coordinate with vendors and manufacturers to troubleshoot, remedy, and track technical support and service issues for which they are responsible
3. Perform remote and on-site annual service work for customers with Annual Service Contracts
4. Provide information and recommendations to our Engineering, Sales and Delivery Teams for continued development and improvements in the design and quality of our systems and equipment and the best practices and procedures to assure excellence in customer service and support.
5. The Field Technician will also develop a working knowledge of other Dramm Commercial equipment and systems and coordinate with the company's Commercial teams to troubleshoot and oversee some installations.

Good computer skills are essential to this position. Prior experience with Customer Relationship Management software programs will be helpful. Thorough knowledge of Microsoft Word and Excel and ability to read and mark-up drawings on Adobe Acrobat are necessary. CAD skills will be helpful.

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Specific Duties:

- Participation in and coordination of installation.
 - Requiring both remote and on-site management
- Participation and management of start-up phase.
 - Coordinate with vendors, contractors, and customers to provide
 - Provide complete start-up without vendor for certain systems.
- Collaboration between sales, engineering, and customer.
 - Ability to complete site-surveys to aid in design and prepare for installation.
 - Work with engineering to provide accurate drawings.
 - Ability to update CAD files as needed.
- Provide hands-on management, installation, and start-up services.
 - Working knowledge of:
 - Ozone systems
 - Filtration systems
 - Aeration systems
 - Reverse Osmosis systems
 - Pump design, operation, maintenance and sizing
 - VFD programming and operation
 - Plumbing basics, flow rates
 - How to glue PVC
- Coordinate with other industry partners on jobsites and installations.
 - Greenhouse builders.
 - Environmental control system manufacturers.
 - Fertigation companies.
- Utilize CRM/Project Management software
 - Maintain current CRM documentation of email, phone consultation, site reports, and tracking of trouble shooting efforts
- Work with DRAMMwater project management, sales, and service coordinator teams to provide a timely and thorough response to service needs.
 - Work with vendors and service coordinator to schedule service visits.
 - Work with vendors to order and ship parts as needed.

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- Provide troubleshooting help for all system components.
 - Remote service, understanding of problem, coordinated response.
 - On-site service including cleaning, repair, and parts replacement.
- Service Quotes.
 - Assist customer by providing quotes and communication related to parts and service.
- Management of service process in CRM (Daylite).
 - Update CRM throughout the service project time frame.
- Provide timely reporting of service calls.
 - Note problem and response.
 - Provide feedback for better operation in future.
 - Note action items and promised response.
 - Delegate, manage and follow up.
- Provide irrigation system troubleshooting.
 - Handle customer calls.
 - Access design files for troubleshooting
- Coordination of installation
 - Remotely via phone, email, Teams, FaceTime, etc.
 - On-site when required, billed or authorized.