

Certification Technician I

This entry-level position assists certification technicians providing testing of cleanrooms and devices containing HEPA filters at Customer sites. Field experience and classroom knowledge acquired as an assistant typically enables progression to a Certification Technician within six to twelve months.

Responsibilities:

- Assists certification technicians in performing routine certification and repairs of cleanrooms and devices that contain HEPA filters at Customer sites. This includes disassembling, replacing, or repairing defective parts; rewiring or reassembling as required; troubleshooting, and adjusting/calibrating by using standard and specialized tools and test equipment. (40%)
- Utilizes computer technology to record and upload testing data preferably while at the Customer site. Performs administrative duties promptly as assigned. (10%)
- Follows Customer protocols when entering and exiting facilities and abides by all Company and Customer Health & Safety procedures. Acts as a positive ambassador for the Company at Customer sites. (10%)
- Ensures Customer satisfaction through proactive communication and commitment to resolving Customer issues and answering questions. (10%)
- Communicates regularly with lead technicians, dispatch, and management regarding any changes to the expected schedule and outcomes of service visits at Customer sites. (10%)
- Maintains and is responsible for personal tool and testing equipment inventory. (10%)
- Identifies potential business growth opportunities and communicates leads to management and sales. (10%)

Education Requirements

- High school Diploma or GED
- Valid license and clean driving record
- Some higher education or college degree – *Not Required*
- 1-2 years in a customer facing position
- Strong safety mindset
- Strong communication skills
- Technical aptitude
- Troubleshooting and problem-solving skills
- Ability to utilize windows based software programs

Conditions of Employment

- Ability to successfully pass a criminal background check.
- Ability to successfully pass pre-employment drug screen.

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